

RESIDENT GRIEVANCE SYSTEM

**ANNUAL REPORT
FISCAL YEAR 2009**

**MENTAL HYGIENE
ADMINISTRATION FACILITIES**

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PART I

RESIDENT GRIEVANCE

SYSTEM

RESIDENT GRIEVANCE SYSTEM FISCAL YEAR 2009 ANNUAL REPORT

BACKGROUND AND STRUCTURE OF THE PATIENT RIGHTS PROGRAM

The program for the protection of patients' rights in the State psychiatric hospitals in Maryland, the Resident Grievance System, was established in 1985 as part of the negotiated settlement of the class action lawsuit, *Coe v Hughes, et al.* The suit focused on patients' rights to effective access to the judicial system, which is guaranteed by the United States Constitution. The settlement stipulated creation of a two-tier patients' rights advocacy system that would protect rights guaranteed to patients by federal and state laws. The program is governed by the Code of Maryland Regulations (COMAR) 10.21.14, entitled Resident Grievance System, adopted March 28, 1994 and amended January 26, 1998.

Resident Grievance System

The first tier of the program, the Resident Grievance System, is a four stage administrative process that ensures that the rights of residents in the Mental Hygiene Administration facilities are protected through a fair, efficient, and complete mechanism for receiving, investigating, and resolving residents complaints in a timely manner.

The Resident Grievance System is under the auspices of the Deputy Secretary for Behavioral Health and Disabilities, Renata Henry, Department of Health and Mental Hygiene. The Director of the program is responsible for hiring, evaluating, and assigning Rights Advocates. The program provides services for residents of the eleven Mental Hygiene Administration Psychiatric Facilities. In July 1, 2000, by order of the Secretary of the Department of Health & Mental Hygiene, the program was expanded to provide rights advocacy to the four Developmental Disabilities Administration State Residential Centers.

The Rights Advisors respond to complaints alleging a rights violation, assist residents in preserving their rights (voting, confidentiality, etc), serve as advocates for patients at forced medication panels, and provide patient rights education to residents and staff.

"All opinions expressed in this report are subject to the limitations of the data available at the time of this report and are subject to change should additional data become available."

Personnel Reassignments

January 2009, Jennie Bishop was assigned to Spring Grove Hospital. In May 2009, Harry Evans was reassigned to the Regional Institute for Children and Adolescent(RICA) facilities.

Legal Assistance Provider

The second tier of the patient rights program, Legal Assistance Provider, is a group of independent law firms, whose services are obtained through State procurement, to provide specific legal assistance and representation to residents.

A priority of the Legal Assistance Provider is the representation of residents in obtaining benefits/entitlements. Following admission to a MHA facility, the social work staff discusses benefits/entitlements with the individual and assists them in making an application for benefits. After obtaining the client's consent, the Resident Grievance System makes a formal referral for representation to the Legal Assistance Provider. Typically, the resolution of the referral can take months or even sometimes years; however, as long as the referral is made while the patient is in the MHA facility, the Legal Assistance provider can continue to represent them even though the client may be discharged prior to the resolution of the claim. Under the contract provisions, the Legal Assistance Provider is prohibited from accepting any percentage of the monies awarded to the client. These benefits and entitlements are an essential component in being able to discharge patients to the community.

In fiscal year 2009, the Legal Assistance Providers were successful in obtaining \$60,445.83 in lump sum benefits and \$260,215.68 in monthly benefits (\$21,684.64 x 12 months). The total amount of benefits awarded to clients in lump sum and monthly payments were \$320,661.51. Residents who are taken to Clinical Review Panels (forced medication) are entitled to file administrative and circuit court appeals. Legal Assistance providers are required to represent residents at these appeals provided the resident gives written consents to their representation.

The Legal Assistance Providers are also responsible for providing legal assistance to residents at Stages 3 and 4 of the Resident Grievance System, identifying residents who may have a legal problem but may not be able to request assistance due to their disability, and assisting patients with general civil claims by making referrals to pro-bono legal services.

In 2009, the following law firms served as the Legal Assistance Provider at the designated Mental Hygiene Administration facilities:

Linda Golden, Esq.

Thomas B. Finan Hospital Center

Hamlin & Swain, LLC

John Gildner Regional Institute for Children
& Adolescents
Southern Regional Institute for Children &
Adolescents

Terri D. Mason, P.C.

Walter P. Carter Hospital Center
Clifton T. Perkins Hospital Center

Ria P. Rochvarg, P.A.

Springfield Hospital Center
Spring Grove Hospital Center
Baltimore Regional Institute for Children &
Adolescents

Jennings & Treff Law Offices

Eastern Shore Hospital Center
Upper Shore Community Mental Health
Center

Coe Board of Review

The Coe Board of Review, which oversees the Legal Assistance Program, is an independent board comprised of attorneys, physicians, mental health professionals, and representatives of patient advocacy groups. The Department of Health and Mental Hygiene and counsel for the Coe plaintiffs jointly appoint the members of the board. The members of the Board are:

The Honorable Kathleen G. Cox, Chair
Baltimore County Circuit Court Judge

Thomas E. Arthur
Terry Bohrer
Gregory R. Dent, Esq.
Lisa Dixon, M.D.
Michael S. Finkle

Randall M. Lutz, Esq.
Vacancy
George A. Nilson, Esq.
Nevett Steele, Jr., Esq.
Edgar Wiggins

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Director

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Patricia Dorsey

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Database Program Mgr.

410-767-1051 ---Toll Free---800-747-7454

RIGHTS ADVISOR ASSIGNMENTS

Jennie Bishop Pager: 410-681-8305	Spring Grove	410-402-7594
Harry Evans III	RICA-Baltimore Rockville	410-368-7957 301-251-6823
Edward Fowler	C. T. Perkins Hospital	410-724-3165
Anne Harrison	Spring Grove	410-402-7560
George Lyons	Springfield	410-970-7410
Susan Thomas	Springfield	410-970-7412
Linda Simms	Walter P. Carter Clifton T. Perkins	410-209-6079 410-724-3000 X 6165
Sharon Wert	Eastern & Upper Shore/ Holly	410-221-2345(E) 410-778-6800(U)
Gregory Wyatt	Rosewood Potomac Center	410-951-5169 240-313-3567
Edward Zook	Thomas B. Finan Brandenburg	301-777-2263

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George Lyons
Rights Advisor-Springfield
410-970-7410

Linda Simms
Rights Advisor-C. T. Perkins
410-724-3165

Susan Thomas
Rights Advisor-Springfield
410-970-7412

Sharon Wert
Rights Advisor-Eastern Shore
1-410-221-2345

Greg Wyatt
Rights Advisor-Potomac Center
1-240-313-3567

Edward Zook
Rights Advisor-Finan Ctr. &
Brandenburg Ctr. 1-301-777-2263

RIGHTS INFORMATION

Rights information is available and is provided to residents, their family and friends, and facility staff in various formats: posters, handbooks, and quarterly meetings at all facilities.

Patient Rights Poster

Patients Rights Posters are located in all public access areas and residential units of all Mental Hygiene Administration facilities. The Poster contains the toll-free telephone numbers of the Resident Grievance System as well as the Legal Assistance Provider for each facility. Facilities are encouraged to place posters adjacent to the public telephones located on each residential unit so that residents have access to the numbers when using the telephone.

Patient Rights Booklet

A copy of the Patient Rights Booklet, *Rights of Persons in Maryland's Psychiatric Facilities*, is given to all persons admitted to a State psychiatric facility and to new employees during orientation. In addition, the Rights Booklet, along with a letter of introduction from the RGS, is mailed to the parent or guardian of an adolescent at the time of their admission. The letter introduces the services provided by the RGS and the name and telephone number of the Rights Advisor assigned to their child's facility.

This booklet is revised on a yearly basis to ensure that changes in the law are incorporated and residents are receiving the latest information regarding any rights issues.

Korean, Spanish and Vietnamese translations, as well as a Braille edition, of the Rights Booklet are available. These are regularly distributed to admission offices at all facilities and are available, upon request, from the Rights Advisor at your facility or from the Director of the RGS.

Informational Meetings

Patient rights education is routinely presented to residents once every three months on each units at all facilities by the Rights Advisor and Legal Assistance Provider. In addition to the group sessions, patients at acute care and adolescent facilities are seen individually by the Rights Advisor, shortly after their admission, in order to acquaint them with RGS services, review the rights booklet, and answer any questions they may have regarding patient rights. This data is included on the Categories of Rights Issues - Information/Assistance Sheet, 11B Rights Protection System, Explanation of Rights, for each facility.

Rights Advisors present training on patient rights during the orientation for new staff and the annual training in-services scheduled for employees. Specifically designed education presentations are developed and scheduled as the need arises, upon the request of patients or staff, or in response to grievances, which have identified deficits in a specific area of patient rights.

TOLL-FREE ACCESS TO RESIDENT GRIEVANCE SYSTEM

In January 1996, the Resident Grievance System implemented toll-free telephone access to the Central Office, 1-800-RGS-7454, in addition to the two regular lines. This service allows residents to have immediate contact with the Resident Grievance System and has enhanced the ability to respond rapidly to patient concerns.

The RGS Administrative Officer, Patricia Dorsey, responds to calls from patients, obtains information regarding the caller's concern, records the information on the telephone log, and relays the concern to the Rights Advisor. If the issue presented is one that requires an immediate response, e.g. abuse, neglect, safety concern, etc., Ms. Dorsey designates it as a high priority and directs a Rights Advisor to immediately respond to the concern. If the issue does not require an immediate response, the Rights Advisor calls the patient and schedules a mutually convenient time that they can meet to discuss the concern.

ACTIVITY ON TOLL-FREE LINE FOR FY-2009

Month	Total Calls	Average Daily Calls	Duration (Minutes)	Average Call Duration
July '08	438	14.0	741	2.00
August	488	16.0	926	2.00
September	467	16.0	678	1.45
October	399	13.0	498	1.25
November	368	12.3	432	1.17
December	408	13.2	480	1.18
January '09	431	14.0	532	1.23
February	441	16.0	656	1.49
March	426	14.0	626	1.47
April	384	13.0	465	1.22
May	392	13.1	681	1.74
June	448	15.0	671	2.00
Total	5,090	16.7	7,387	1.45

**TOTAL NUMBER AND PERCENTAGE OF GRIEVANCES
FOR ALL FACILITIES BY RIGHTS CLASSIFICATION
FOR FY-2009 COMPARED TO FY 2008 DATA**

<u>RIGHTS CLASSIFICATION</u>	<u>FY-2009</u>		<u>FY-2008</u>	
(1) Treatment Rights	265	19%	173	18%
(2) Civil Rights	190	14%	160	16%
(3) Environmental	165	12%	108	10%
(4) Freedom Of Movement	170	12%	128	13%
(5) Abuse	196	14%	170	17%
(6) Personal Property	77	.06%	65	7%
(7) Communication & Visits	56	.04%	38	4%
(8) No Right Involved	28	.02%	19	2%
(9) Confidentiality	45	.03%	24	3%
(10) Admission, Discharge & Transfer	65	.05%	35	4%
(11) Resident-Resident Assault	36	.03%	20	2%
(12) Money	40	.03%	7	1%
(13) Rights Protection System	22	.02%	11	1%
(14) Other	22	.02%	16	1%
(15) Neglect	5	.01%	4	1%
(16) Deaths	1	.01%	0	1%
Total	1400		978	

**RESIDENT GRIEVANCE SYSTEM
ACTIVITY PER FACILITY
FISCAL YEAR 2009**

	Grievances	Information Assistance	Clinical Review Panels	TOTAL
Walter P. Carter	15	11	4	30
Clifton T. Perkins	272	200	27	499
Eastern Shore	33	245	14	312
RICA-Baltimore	170	66	0	236
RICA-Rockville	41	99	0	140
Springfield	286	358	63	707
Spring Grove	525	645	16	1186
Thomas B. Finan	15	95	33	143
Upper Shore CMHC	23	112	1	136
Total	1400	1,832	158	3,390

RGS DATA COLLECTION AND CLASSIFICATION

The data in the Annual Report for Fiscal Year 2009 are reported in three major classifications: Grievances, Clinical Review Panels, and Information/Assistance. For purposes of data collection, form RGS-24 "Category of Rights Issues" assigns all cases to one of 16 major categories: Abuse, Admission/Discharge/Transfer; Civil Rights; Communication & Visits; Confidentiality & Disclosure; Environmental; Freedom of Movement; Money; Neglect; Personal property; Rights protection System; Treatment Rights; Other; No Right Involved; Resident-Resident Assault; and Death. Most of the major categories have subcategories.

Resident Grievance System Regulations (RGS), COMAR 10.21.14, defines "Rights Issues" broadly: "an alleged violation of a resident's rights guaranteed by federal and State constitutions, statutes, regulations, common law, or policies of the Department, Mental Hygiene Administration, and the facility". When the RGS was created, the rationale for this broad definition was precisely because not all rights issues are stipulated in the law but this does not make them any less a rights issue. The RGS Director has the responsibility for developing the classification system and providing guidelines.

Grievances

Cases classified as Grievances are those issues that allege a violation of patients' rights and whose goal is to obtain a specific outcome. The Rights Advisors' role in a grievance is to be a neutral fact finder, conduct a thorough investigation, and render a decision based on the evidence.

Grievances are determined to be Valid, Invalid, or Inconclusive. When sufficient evidence does not exist to prove or disprove the allegation, the grievance is determined to be inconclusive.

The Rights Advisors' role is to work toward the achievement of a mutually satisfactory resolution at the lowest possible stage.

Grievance investigation and resolution generally requires the Rights Advisor to have multiple contacts with the grievant and others, up to 65 working days, the total time permitted for resolution of the grievance by the RGS Regulations, COMAR 10.21.14.

Grievances consume the largest amount of Rights Advisors' time. The Rights Advisors' role is to be non-adversarial and to function as a mediator, facilitator or negotiator.

In fiscal year 2009, Rights Advisors processed 1400 grievances of which (1111) were closed at Stage 1 and (289) were appealed to Stage 2.

Clinical Review Panels

In accordance with the Annotated Code Of Maryland, Health General 10-708, the Clinical Review Panel (CRP) determines whether to approve the administration of medication over the patients' objection.

The Rights Advisor serves as an advocate for the patient and makes every effort to ensure that the patients' objections to the medication are presented during the CRP process. The Rights Advisor provides the patient with information regarding rights throughout the CRP process, and if the patient elects to appeal the decision, assists them in filing an appeal to the Administrative Law Judge and the Circuit Court.

A Clinical Review Panel requires the Rights Advisor to have multiple contacts with the patient during the panel and appeal process. As an advocate for the patient, the Right Advisor's role at the CRP is adversarial since they are representing the patients' objections to the medication over those of the facility.

In fiscal year 2009, a total of 158 Clinical Review Panels (CRP's) were scheduled. A total of 136 were held, with 22 panels being cancelled. The largest numbers, 62%, of CRP's were for persons identified incompetent to stand trial. Patients who were found not criminally responsible comprised 28% of held panels. Patients who were civilly committed comprised 10% of held panels.

The panel approved medication in 120 cases. Patients filed an administrative appeal of the panel's decision in 59 of the panels. The Administrative Law Judge upheld the panel's decision in 74% of the appeals. A total of 27% of the cases were appealed to the Circuit Court. The Circuit Court upheld 67% of the decisions.

The Resident Grievance System Rights Advisors assisted and advocated for patients at all Clinical Review Panels held, filed for an Administrative Hearings for those patients whose CRP determined that they could be medicated against their will, and assisted patients in obtaining legal assistance to represent them at the appeal levels.

Information/Assistance

Cases classified as Information/Assistance do not allege a rights violation but are contacts in which the patient is seeking information, clarification, or assistance with a concern.

Typically, it involves a single meeting, lasting an average of 40 minutes, and does not require a Rights Advisor to have extensive contact with others. The Rights Advisors' role is simply to provide information or assistance.

In fiscal year 2009, Rights Advisors provided Information/Assistance for 1,832 patients.

**HISTORICAL DATA OF
RIGHTS ADVISOR CONTACTS PER FISCAL YEAR
SINCE IMPLEMENTATION OF THE RGS IN NOVEMBER 1985**

<u>Year</u>	<u>Total</u>	<u>Classification Breakdown</u>
2009	3390	Grievance 1,400, Clinical Review Panels 158 Information/Assistance 1,832
2008	2583	Grievances 978, Clinical Review Panels 139 Information/Assistance 1,466
2007	3052	Grievances 999, Clinical Review Panels 206 Information/Assistance 1,847
2006	2918	Grievances 1028, Clinical Review Panels 176 Information/Assistance 1714
2005	2919	Grievances 941, Clinical Review Panels 179, Information/Assistance 1799
2004	2817	Grievances 1004, Clinical Review Panels 150, Information/Assistance 1663
2003	3106	Grievances 1110, Clinical Review Panels 183, Information/Assistance 1813
2002	3499	Grievances 1371, Clinical Review Panels 158, Information/Assistance 1970
2001	4021	Grievances 1681, Clinical Review Panels 161, Information/Assistance 2179
2000	4243	Grievances 1545, Clinical Review Panels 184, Information/Assistance 2514
1999	4733	Grievances 1547, Clinical Review Panels 184, Information/Assistance 2649
1998	4294	Grievances 1441, Clinical Review Panels 204, Information/Assistance 2649

1997	4025	Grievances 1514, Clinical Review Panels 228, Information/Assistance 2283
1996	4115	Grievances 1808, Clinical Review Panels 160, Information/Assistance 2147
1995	2740	Grievances 1873, Clinical Review Panels, 172, Information/Assistance 695
1994*	2940	Grievances 2720, Clinical Review Panels 220
1993*	3226	Grievances 3030, Clinical Review Panels 196
1992*	3074	Grievances 2829, Clinical Review Panels 245
1991**	2730	Grievances
1990**	2782	Grievances
1989**	2745	Grievances
1988**	2857	Grievances
1987**	2628	Grievances for full fiscal year of operation
1986**	2030	Grievances for eight months of operation

Since 1995 data has been reported in three categories, Grievances, Clinical Review Panels, and Information/Assistance.

* 1992-1994 data was reported in two categories Grievances and Clinical Review Panels

** 1986 – 1991 data was reported in a single classification – Grievances.

RESIDENT GRIEVANCE SYSTEM STAGE 4 REVIEWS BY CENTRAL REVIEW COMMITTEE

A Stage 4 Central Review Committee appeal is the last and final appeal level of the Resident Grievance System. A Rights Advisor is required to make every effort to negotiate, mediate, and resolve the grievance; however, the ultimate decision to resolve or appeal the grievance belongs to the patient. If the patient elects to appeal, even though the Rights Advisor may not believe that the request has merit, the Rights Advisor is required to assist the patient in filing the appeal.

The Central Review Committee is comprised of three members; Director of the Resident Grievance System, Director of the Mental Hygiene Administration, and Clinical Director of the Mental Hygiene Administration, or their designees.

The Committee reviews all prior information concerning the grievance and may conduct further investigation, if deemed by the Committee to be warranted. At the conclusion of the review, the Committee issues a written decision based on their findings and makes recommendations for corrective action, if warranted.

Within 20 working days, after receiving the recommendations from the Central Review Committee, the facility's Chief Executive Officer is required to forward to the Committee a written report of the status of the implementation of the Committee's recommendations. The Chief Executive Officer is required to make periodic reports to the Committee every 30 days until the recommendations are fully implemented.

There were a total of 14 grievances appealed to Stage 4 in Fiscal Year 2009 which represents 1% of the 1400 grievances filed.

98% (11) of the Stage 4 appeals were filed by (4) residents of Clifton T. Perkins Hospital Center.

The remaining 1 % (1) Stage 4 appeals were filed by a resident of Spring Grove Hospital, 1% (2) Stage 4 appeals were filed by a resident of Eastern Shore Hospital. The Stage 4 grievances reviewed by the Central Review Committee for Fiscal Year 2009 are detailed on the following pages.

HISTORICAL PERSPECTIVE OF STAGE 4 APPEALS

The following reflects the historical data on the number and percentage of total RGS grievances that reached the highest level of the RGS, Stage 4, and were reviewed by the Central Review Committee, dating from the current year to the implementation of the RGS in 1986.

<u>Fiscal Year</u>	<u>Number & % of Total</u>	
2009	14	1%
2008	12	1%
2007	22	2%
2006	36	4%
2005	44	5%
2004	40	4%
2003	16	1%
2002	22	2%
2001	113	7%
2000	43	3%
1999	13	0.8%
1998	17	0.5%
1997	19	1%
1996	11	0.6%
1995	10	0.5%
1994	13	0.5%
1993	27	1%
1992	45	2%
1991	39	2%
1990	79	3%
1989	50	2%
1988	57	2%
1987	91	4%
1986	61	3%

GRIEVANCE OUTCOME FOR STAGES 1, 2, 3 AND REFERRALS TO THE CENTRAL REVIEW COMMITTEE AT STAGES 4 FOR FISCAL YEAR 2009

* STAGE 1:	1400 1111 (79%)	Grievances were handled by the Rights Advisors. were closed through resolution or withdrawal.
* STAGE 2:	289(21%) 112(39%)	Grievances were reviewed by the Unit Director. were closed through resolution or withdrawal.
* STAGE 3A:	11(1%)	Grievances were reviewed by the Resident Rights Committee.
* STAGE 3B	180 (13%) 152 (11%)	Grievances were reviewed by the Superintendent/CEO. were closed through resolution or withdrawal.
* STAGE 4:	14(1%)	Grievances were reviewed by the Central Review Committee which rendered the decisions shown below:
	Grievances determined to be Valid	3
	Grievances determined to be Inconclusive	4
	Grievances determined to be Invalid	7

The data reflect that only 14 (1.00%) of the 1400 grievances reached the 4th and final stage of the RGS. This figure supports that the RGS is achieving its mission of resolving grievances at the lowest possible level through mediation, negotiation and conciliation, and that the internal rights protection system is a fair, efficient, and complete remedy for the resolution of patient complaints.

CATEGORY 1A
ABUSE – PHYSICAL
4 Grievances

Grievance #1

A grievance was filed by the resident alleging that she was physically abused by a stag member at the Spring Grove Hospital facility on or about March 12, 2009. The patient alleged that she was "hit on her right shoulder and in the middle of her back". The somatic physician examined the resident on March 12, 2009 and, the Spring Grove Hospital police conducted an investigation on the same date.

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Invalid

There appears to be no support to the alleged abuse as described by the patient.

Grievance #2

An attorney filed a grievance on behalf of a patient at Clifton T. Perkins Hospital Center. The attorney alleged that a staff member at the facility assaulted the patient. The attorney further alleged that the patient was not allowed to file criminal charges against the staff member.

The CEO forwarded a copy of the police investigation conducted by the facility hospital police to the Howard County State Attorney General's Office. The Attorney General's Office declined to press charges against the staff member.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, inconclusive at Stages 2A and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Inconclusive

The committee found that there was inconclusive evidence regarding this allegation the committee found that the patient sustained injuries as a result of an altercation with a facility staff member. It was unclear if the staff member caused the injuries or were self-injurious based on the altercation. The committee reviewed the information provided by the investigation in addition to the decision by the Howard County State Attorney General's Office not to press charges against the alleged abuser.

Recommendations for Corrective Action

It is recommended that the facility staff (1) receive additional training in PMAB, effective use of de-escalation techniques, planned responses to patients who are exhibiting oppositional behavior, and the need to refrain from responding until sufficient members of staff are present to ensure safety; (2) receive a review on the policy permitting patients to use the facility telephone and, the filing of an application of charges.

The CEO was to provide the Central Review Committee a report regarding the status of the aforementioned recommendations.

Grievance #3

A grievance was filed by the patient alleging that he was a victim of physical abuse, neglect, physical injury and irreparable harm in both hands because he cannot use the facility Xerox machine and is forced to write with "Perkins 4 inch writing pens."

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

Grievance #4

The patient alleging that his facility social worker was physically abusive filed a grievance.

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation.

CATEGORY 3E
CIVIL RIGHTS – COMPETENCY

Grievance

A grievance was filed by the patient alleging that a staff member (1) refused to give her complete name to the patient and (2) wrote an inaccurate note regarding the patient's medication time. The patient is requesting witness be interviewed regarding the allegation to verify that he (patient) did not threaten the staff member.

The grievance was determined inconclusive at Stage 1, invalid at Stages 2, 3A and 3B by the Unit Director, Resident Right's committee and the CEO respectively.

Decision of the Central Review Committee – Inconclusive

The Committee determined that there was inconclusive evidence to substantiate the allegation.

CATEGORY 3F
CIVIL RIGHTS – DIGNITY

Grievance

A grievance was filed by the resident alleging that when he (patient) attempted to call and speak with a facility staff person on two separate occasions he was told the staff member "did not want to talk to him."

The grievance was determined to be invalid at Stage 1 by the Right's Advisor, referred directly from Stage 2 to 3B and invalid at Stage 3B.

Decision of the Central Review Committee – Invalid

The Committee determined that there was no evidence to substantiate the allegation and found the grievance invalid.

CATEGORY 5A **CONFIDENTIALITY**

Grievance

A grievance was filed by the brother of a patient alleging that the facility (1) "initially refused to permit the brother from refusing his brother's medical record and, due to the refusal created a hostile environments", (2) needs to "develop and disseminate a form that patient's can request and/or copy their medical records", (3) needs to "provide a receipt to the patient acknowledging that a request for medical records be submitted", (4) needs to "develop and standardly utilize a response form, notifying the person making the request of the hospital's decision", and (5) needs to "provide the patient with the expected turn around time which they can expect to be notified about how many pages have been requested and the requested expense of reproduction".

The grievance was determined by the Rights Advisor at Stage 1 not to be valid. The grievance was determined to be invalid at Stage 2 and 3B by the Unit Director, and the CEO respectively.

Decision of the Central Review Committee – Valid

The committee found that the grievance was valid, and that the facility has subsequently complied with the requirements for a patient and/or designee to access his /her medical record. The facts presented to the committee indicated that the required form to access a patient's medical record was not properly executed. Once the form was executed, the facility had an obligation to ensure that clinical personnel was available to answer questions that may have arisen once the medical record was reviewed. The Central Review Committee reviewed the submitted documentation, oral testimony and subsequent interviews in rendering this decision.

Recommendation for Corrective Action

It is recommended that (1) training continue to be provided to facility staff regarding the requirements for a patient and/or their designee to access medical records; (2) the facility ensure that clinical personnel knowledgeable of a patients case be available to answer questions by the patient and/or their designee when there are questions pertaining to the

patient medical record; (3) training for facility staff continue regarding the sensitivity of patients' needs, (4) the facility provide a requestor with a receipt that will acknowledge request for and the cost of reproducing the medical record, and (5) The aforementioned receipt identifies the day the requestor can obtain the reproduced pages of the medical record.

The CEO was to provide the Central Review Committee a report regarding the status of the implementation of the aforementioned recommendations.

CATEGORY 6E
ENVIRONMENTAL – Safety and Sanitary
2 Grievances

Grievance#1 - Safety

A patient alleging that the facility staff mishandled clean linen filed a grievance. The linen allegedly was scattered several times on the floor, not picked up and, a "male patient tripped over the clutter. "The patient further alleged that he (patient) told the staff member about the alleged situation and the staff member allegedly gave the dirty linen to another patient, who was assisting the staff member, but not wearing protective gloves.

The grievance was determined to be valid at Stage 1 by the Rights Advisor, valid at Stages 2 and 3 B by the Unit Director and CEO respectively.

Decision of the Central Review Committee – Valid

The Committee found that the allegation was valid. The Committee identified two recommendations. It was recommended that (1) facility staff receive ongoing training on the proper handling and disposing of soiled items to include linen and (2) the training be documented and, compliance with training be monitored by facility staff.

The CEO was to provide the Central Review Committee a report regarding the status of the implementation of the aforementioned recommendations.

Grievance # 2 – Sanitary

A grievance was filed alleging that "the nurses have access to the supply closet, but it only has toilet paper there is no soap nor towels." The patient further alleged that his ward " was still running out of supplies on weekends and he still has concerns with the cleanliness of the patient areas of his ward."

The grievance was determined to be valid at Stage 1 by the rights Advisor, inconclusive at Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Valid

The Committee found that the allegation is valid. The Committee identified that the facility senior management team develop procedures to address the aforementioned grievance.

The CEO was to provide the Central Review Committee a report regarding the status of the implementation of the aforementioned recommendations.

CATEGORY 6F
ENVIRONMENTAL – HUMANE

Grievance

A grievance was filed by a patient alleging that she has multiple disabilities and should be able to go to bed during the day, she suffers from unknown pain, and that she is not involved in her treatment planning.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Unit Director, inconclusive at Stage 3A by the Resident's Right Committee and invalid at Stage 3B by the CEO.

Decision of the Central Review Committee - Inconclusive

There appears to be evidence that the patient has been diagnosed with multiple disabilities. It was clear that the patient required a therapeutic program to address her significant weight gain. It was also clear that the treating physician's assessment of the patient's medical condition was based on examination and in the physician's opinion, the patient's medical disabilities would not be exacerbated if she remained in the day lounge after eating. The Committee found the allegation to be inconclusive.

Recommendations for Corrective Action

It was recommended that (1) the patient be provided a weight reduction plan, (2) at the next treatment planning meeting the patients concerns about her therapeutic day be discussed, (3) the patient be evaluated for a different shoe, (4) the patient receive ongoing nutritional assessments and counseling and (5) the facility physician evaluate the patients request for pain medication.

The CEO was to provide the Central Review Committee a report regarding the status of the implementation of the aforementioned recommendations.

CATEGORY 7A
FREEDOM OF MOVEMENT – BUILDING AND GROUNDS

Grievance #1

The patient alleging that he was denied his freedom of movement – general restrictions, filed a grievance. The patient alleges that he does not understand why he is ward restricted. The patient allegedly has informed treatment staff that he would elope the facility if provided an opportunity and, will not engage in a discussion with the Unit Director to contract for safety.

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee – Invalid

The Committee found no evidence to substantiate the allegation. The patient admitted to “eloping the facility if provided an opportunity and, not contracting for safety with facility staff.”

**CATEGORY 9
NEGLECT
2 Grievances**

Grievance #1

A grievance was filed by a patient alleging that he (patient) felt he was exposed to blood borne and saliva borne pathogens. The patient was concerned about hepatitis, HIV and any disease he could “catch” by using a toothbrush of someone with those diseases. The patient was provided with inoculations and testing, but does not feel his complaint or exposure were properly addressed.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, the Unit Director referred the grievance to Stage 3B, the CEO determined that the grievance was valid as it pertained to the patient using the wrong toothbrush, and invalid as it pertained that the patient was not offered medical care.

Decision of the Central Review Committee – Inconclusive

The Committee found that the allegation was inconclusive. The Committee could not determine if the act of the patient using another toothbrush was negligent by the facility. The Committee recommends that staff receive continued education and training regarding the need to insure that patients do not share utensils such as toothbrushes due to safety and health risks.

Grievance #2

A grievance was filed by a patient alleging that facility staff did were neglectful for not reprimanding patient’s social worker after patient complained that the social worker physically abused the patient.

The Grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stages 2 and 3B with the Unit Director and CEO respectively.

Decision of the Central Review Committee

The Committee found no evidence to substantiate the allegation.

**CATEGORY 10G
PERSONAL PROPERTY - DESTRUCTION**

Grievance

The patient alleging that his radio was not working properly after an employee dropped it filed a grievance. The hospital indicated that the battery and cover plate came off when dropped, but was reassembled and the radio worked until the patient threw it across the room.

The Rights Advisor, invalid at Stages 2 and 3B by the Unit Director and the CEO, determined the grievance inconclusive at Stage 1 respectively.

Decision of the Central Review Committee – Inconclusive

The Committee found the allegation to be inconclusive. It was unclear whether after staff dropped the radio if the radio was working or if the radio battery had expired from prior use preventing it from being operational. The Committee recommends that (1) staff at the facility issue the patient an apology for dropping the radio and, (2) the patient's behavior plan identify coping strategies to be utilized when the patient is agitated.

CATEGORY 12 H**TREATMENT RIGHTS – NAME OF TREATMENT STAFF****Grievance**

A grievance was filed by the patient alleging that a staff member refused to provide him (patient) with her full name. The patient further alleged that the staff member placed non-facility information on her state owned computer. The patient want the staff member fired.

The grievance was determined to be valid by the Rights Advisor, but regarding personnel matters out of the jurisdiction of the Resident Grievance System. The Unit Director Resident Rights Committee and CEO determined the grievance to be valid at Stages 2, 3A and 3B. The Resident Rights Committee determined that personnel matters were outside of their jurisdiction

Decision of the Central Review Committee – Valid

The Committee found the allegation to be valid. The Committee recommends that the facility staff continue to receive education and training on policies such as informing patients of their full names and only using state owned property for it's intended purpose. The respective facility and not the Resident Grievance System handle personnel matters.

The CEO was to provide the Central Review Committee a report regarding the status of the aforementioned recommendations.

MHA Trending Data
Select Years

Year	<u>1986*</u>	<u>1987*</u>	<u>1995*¹</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>
Grievances	2030	2628	1873	1028	999	978	1400
Abuse	^{*2}			129	102	170	196
Neglect				3	3	4	5
Treatment				179	184	173	266
I & A	^{*3} -----		695	1714	1846	1466	1832
Abuse				1	1	1	7
Neglect				0	0	0	2
Treatment				62	74	2	280
Deaths	^{*4} -----			0(23) ^{*5}	1(11)	0(18)	0(12)
LAP Reports	N	Y-----					
Narrative	N	Y-----					
Stage 4's	x-----			36	22	12	14
CRP's*⁶	x	x	172	176	206	139	158
<u>Note:</u>							

All numbers represent totals

Legend

- N = No; Y = Yes
- * = 1986 and 1987 data were reported in a single classification - grievances
- ⁽¹⁾ = Data first reported in 3 categories, grievances, CRP's and Information and Assistance
- ⁽²⁾ = See * above
- ⁽³⁾ = See * above
- ⁽⁴⁾ = Records not available
- ⁽⁵⁾ = Numbers not in parenthesis are grievance figures. Numbers in parenthesis are information and assistance figures.
- ⁽⁶⁾ = Clinical Review Panels
- x = Records not available

2009

FACILITY DATA

**MENTAL HYGIENE
ADMINISTRATION**

PART II

RESIDENT GRIEVANCE SYSTEM

AGGREGATE DATA FOR MENTAL HYGIENE ADMINISTRATION FACILITIES

FISCAL YEAR 2009

**Darrell Nearon
Director**

**Patricia Dorsey
Database Program Manager**

AGGREGATE FISCAL YEAR 09

GRIEVANCES	1400
INFORMATION/ASSISTANCE CASES	1832
CLINICAL REVIEW PANELSS	158
TOTAL RIGHTS ADVISOR CONTACTS	2390

RIGHTS CATEGORY	GRIEVANCES	INFORMATION ASSISTANCE CASES
ABUSE	196	2
ADMISSION/DISCHARGE/TRANSFER	65	48
CIVIL RIGHTS	190	53
COMMUNICATIONS/VISITS	56	42
CONFIDENTIALITY	45	16
ENVIRONMENTAL	165	38
FREEDOM OF MOVEMENT	170	19
MONEY	40	128
NEGLECT	5	1
PERSONAL PROPERTY	17	23
RIGHTS PROTECTION SYSTEM	22	248
TREATMENT RIGHTS	266	29
OTHER	22	32
NO RIGHT NVOLVED	28	40
RESIDENT/RESIDENT ASSAULT	36	1102
DEATH	1	10
TOTAL	1400	1832

DECISION AND ACTION (GRIEVANCE CASES)-FY 2009 AGGREGATE

***** STAGE 1 - RIGHTS 1400 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	255	%	Resolved	868	%
Invalid	524	%	Withdrawn	185	%
Inconclusive	490	%	Outside Referral	59	%
Not Investigated	130	%			
Total Number of Cases Closed At Stage 1		1111			%
Total Number of Cases Referred To Stage 2		289			%

***** STAGE 2 - UNIT DIRECTOR 289 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	47	%	Resolved	102	%
Invalid	195	%	Withdrawn	10	%
Inconclusive	47	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 2		113			%
Total Number of Cases Referred To Next Stage		176			%

***** STAGE 3A - RESIDENT RIGHTS COMMITTEE 11 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	4	%	Resolved	0	%
Invalid	6	%	Withdrawn	0	%
Inconclusive	1	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A		0			%
Total Number of Cases Referred To Stage 3B		11			%

***** STAGE 3B - SUPERINTENDENT/CEO 176 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	13	%	Resolved	135	%
Invalid	141	%	Withdrawn	27	%
Inconclusive	22	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B		162			%
Total Number of Cases Referred To Stage 4		14			%

***** STAGE 4 - Central Review Committee 14 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	4	%	Resolve	9	%
Invalid	5	%	Withdrawn	2	%
Inconclusive	5	%	Outside Referral	3	%
Total Number of Cases Closed at Stage 4		14			%

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE	196	8. MONEY	40
146 A. Physical		3 A. Dissipation of Assets	
29 B. Sexual		4 B. Easy Access	
21 C. Mental		2 C. Facility Account	
0 D. Verbal		3 D. Limitation	
		3 E. Safekeeping	
2. ADMISSION/DISCHARGE/TRANSFER	65	6 F. Use of Funds	
6 A. Admission		4 G. Exploitation	
5 B. Hearing		15 H. Entitlements/Benefits	
10 C. Transfer			
43 D. Discharge		9. NEGLECT	5
1 E. Respite Care			
		10. PERSONAL PROPERTY	77
3. CIVIL RIGHTS	190	12 A. Exclusion	
1 A. Abortion		23 B. Limitations	
50 B. Addressing A Resident		2 C. Protection	
1 C. Barrier Free Design		5 D. Purchase or Receive	
17 D. Business and Personal		0 E. Receipt	
3 E. Competency		5 F. Storage	
46 F. Dignity		30 G. Theft/Loss/Destruction	
21 G. Discrimination			
4 H. Education		11. RIGHTS PROTECTION	22
2 I. Labor and Compensation		3 A. Complaint Forms	
0 J. Marriage and Divorce		2 B. Explanation of Rights	
1 K. Media		0 C. Notification of Rights	
6 L. Personal Search		2 D. Rights Advisor	
9 M. Privacy		0 E. Timely Impartial Investigation	
5 N. Religion		4 F. Complaint Procedure	
1 O. Sexuality		11 G. Retaliation	
23 P. Harassment		0 H. Legal Case Review	
0 Q. Voting			
0 R. Immigration		12. TREATMENT RIGHTS	266
4. COMMUNICATION and VISITS	56	37 A. Individual Treatment Plan	
0 A. Attorney/Legal Matters		5 B. Informed Consent	
0 B. Clergy		97 C. Medical Care	
8 C. Visitors		75 D. Medication	
2 D. Stationery and Postage		2 E. Periodic Review	
23 E. Telephone		2 F. Research/At Risk Procedures	
22 F. Mail		0 G. Knowledge of	
1 G. Interpreter Service		4 H. Name of Treatment Staff	
5. CONFIDENTIALITY and DISCLOSURE	45	41 I. Alternate Treatment Services	
26 A. Records		0 J. Clinical Review Panel	
16 B. Privileged Communications		0 K. Minor Placed with Adults	
1 C. Photocopying		2 L. Aftercare Plan	
2 D. Photographing		0 M. Advance Medical Directive	
		1 N. Pain Management	
6. ENVIRONMENTAL	165	13. OTHER	22
5 A. Clothing		13 A. Forensic Issues	
40 B. Diet		2 B. Guardianship	
21 C. Personal Hygiene		7 C. Rights Outside Jurisdiction	
49 D. Safety			
30 E. Sanitary		14. NO RIGHT INVOLVED	28
20 F. Humane			
7. FREEDOM OF MOVEMENT	170	15. RESIDENT/RESIDENT ASSAULT	36
18 A. Building and Grounds			
20 B. General Restrictions		16. DEATH	1
109 C. Least Restrictive Alternative			
4 D. Leave of Absence		TOTAL GRIEVANCE CASES	1400
12 E. Restraint			
4 F. Seclusion		FISCAL YEAR 2009	
3 G. Quiet Room		AGGREGATE	

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

AGGREGATE

GRIEVANCE 1400

			ADVISOR					
SEX	#	%	AGE	#	%	RACE	#	%
Female	520	37.2	<18	222	15.9	African American	754	53.9
Male	823	58.8	18-44	670	47.9	Asian	12	0.9
Class	57	4.1	45-64	385	27.5	Caucasian	553	39.5
Total	1400		65+	66	4.7	Hispanic	7	0.5
			Class	56	4.0	Other	18	1.3
			Total	1400		Class	56	4.0
						Total	1400	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	2	8. MONEY	128
1 A. Physical		1 A. Dissipation of Assets	
1 B. Sexual		0 B. Easy Access	
0 C. Mental		0 C. Facility Account	
0 D. Verbal		0 D. Limitation	
		0 E. Safekeeping	
2. ADMISSION/DISCHARGE/TRANSFER	48	1 F. Use of Funds	
4 A. Admission		0 G. Exploitation	
3 B. Hearing		126 H. Entitlements/Benefits	
5 C. Transfer			
36 D. Discharge		9. NEGLECT	1
0 E. Respite Care		10. PERSONAL PROPERTY	23
3. CIVIL RIGHTS	53	1 A. Exclusion	
0 A. Abortion		1 B. Limitations	
2 B. Addressing A Resident		1 C. Protection	
1 C. Barrier Free Design		1 D. Purchase or Receive	
9 D. Business and Personal		0 E. Receipt	
1 E. Competency		5 F. Storage	
5 F. Dignity		14 G. Theft/Loss/Destruction	
2 G. Discrimination		11. RIGHTS PROTECTION	248
1 H. Education		0 A. Complaint Forms	
0 I. Labor and Compensation		139 B. Explanation of Rights	
1 J. Marriage and Divorce		1 C. Notification of Rights	
1 K. Media		0 D. Rights Advisor	
0 L. Personal Search		0 E. Timely Impartial Investigation	
2 M. Privacy		7 F. Complaint Procedure	
2 N. Religion		1 G. Retaliation	
0 O. Sexuality		100 H. Legal Case Review	
3 P. Harassment			
23 Q. Voting		12. TREATMENT RIGHTS	29
0 R. Immigration		7 A. Individual Treatment Plan	
4. COMMUNICATION and VISITS	42	1 B. Informed Consent	
28 A. Attorney/Legal Matters			
0 B. Clergy		9 C. Medical Care	
2 C. Visitors		7 D. Medication	
0 D. Stationery and Postage		0 E. Periodic Review	
6 E. Telephone		0 F. Research/At Risk Procedures	
6 F. Mail		1 G. Knowledge of	
0 G. Interpreter Service		0 H. Name of Treatment Staff	
5. CONFIDENTIALITY and DISCLOSURE	16	1 I. Alternate Treatment Services	
12 A. Records		1 J. Clinical Review Panel	
3 B. Privileged Communications		0 K. Minor Placed with Adults	
1 C. Photocopying		1 L. Aftercare Plan	
0 D. Photographing		1 M. Advance Medical Directive	
		0 N. Pain Management	
6. ENVIRONMENTAL	38	13. OTHER	32
4 A. Clothing		17 A. Forensic Issues	
10 B. Diet		6 B. Guardianship	
3 C. Personal Hygiene		9 C. Rights Outside	
13 D. Safety			
8 E. Sanitary		14. NO RIGHT INVOLVED	40
0 F. Humane		15. RESIDENT/RESIDENT ASSAULT	1102
7. FREEDOM OF MOVEMENT	19	16. DEATH	10
7 A. Building and Grounds		TOTAL INFORMATION CASES	1832
7 B. General Restrictions		FISCAL YEAR 2009	
1 C. Least Restrictive		AGGREGATE	
1 D. Leave of Absence			
0 E. Restraint			
1 F. Seclusion			
2 G. Quiet Room			

DEMOGRAPHIC INFORMATION (INFORMATION CASES)-FY 2009 **AGGREGATE**

INFORMATION/ASSISTANCE

1832

SEX	#	%	AGE	#	%	RACE	#	%
Female	570	32.2	<18	175	0.1	African American	959	54.2
Male	1247	70.5	18-44	941	53.2	Asian	10	0.6
Class	15	0.8	45-64	650	36.7	Caucasian	798	45.1
Total	1832		65+	50	2.9	Hispanic	22	1.2
			Class	16	0.9	Other	27	1.5
			Total	1832		Class	16	0.9
						Total	1832	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

AGGREGATE

CLINICAL REVIEW PANELS

Patients Scheduled for One or More a Panels	100			<u>Legal Status</u>		
Scheduled as an Initial Panel	97	61.4 %		Not Criminally Responsible	27	17.1 %
Scheduled Less than 90 Days Since Last Panel	35	22.2 %		Incompetent to Stand Trial	60	38.0 %
Scheduled More than 90 Days Since Last Panel	35	6.3 %		Civilly Committed	0	44.3 %
Total Number of Panels Scheduled	158					

Decision by Panel

Medication Approved	120	75.9 %
Medication Not Approved	14	8.9 %
No Decision Reached	2	1.3 %
Cancelled Prior to Panel	22	13.9 %

Patient Response to Panel Decision

Decision Not Appealed	61	81.7 %
Decision Appealed to ALJ	59	49.2 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 61

Decision by Administrative Law Judge

CRP Decision Upheld	45	73.8 %
CRP Decision Overturned	3	4.9 %
Appeal Withdrawn/No Decision	13	21.3 %

Patient Response to ALJ Decision

Decision Not Appealed	33	73.3 %
Decision Appealed to CC	12	26.7 %

Representation by Legal Assistance Provider 31

CIRCUIT COURT APPEALS

Number of Appeals Filed 12

Decision by Circuit Court

ALJ Decision Upheld	8	66.7 %
ALJ Decision Overturned	2	16.7 %
Declared Moot/Withdrawn	2	16.7 %

Representation by Legal Assistance Provider 11

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

AGGREGATE

PANELS SCHEDULED 158

SEX	#	%	AGE	#	%	RACE	#	%
Female	58	37.0	<18	1	0.0	African-American	90	57.0
Male	100	63.0	18-44	75	47.0	Asian	2	1.0
Total	158		45-64	76	48.0	Caucasian	58	37.0
			65+	6	4.0	Hispanic	6	4.0
			Total	158		Other	2	1.0
						Total	158	

RESIDENT GRIEVANCE SYSTEM

WALTER P. CARTER CENTER

FISCAL YEAR 2009

**Linda Simms
Rights Advisor**

WALTER P. CARTER CENTER
FISCAL YEAR 2009

GRIEVANCES	15
INFORMATION/ASSISTANCE CASES	11
CLINICAL REVIEW PANELS	4
TOTAL RIGHTS ADVISOR CONTACTS	30

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	2	0
ADMISSION/DISCHARGE/TRANSFER	0	0
CIVIL RIGHTS	3	3
COMMUNICATIONS/VISITS	0	1
CONFIDENTIALITY	1	0
ENVIRONMENTAL	2	0
FREEDOM OF MOVEMENT	0	0
MONEY	1	0
NEGLECT	0	0
PERSONAL PROPERTY	0	0
RIGHTS PROTECTION SYSTEM	0	0
TREATMENT RIGHTS	6	0
OTHER	0	1
NO RIGHT INVOLVED	0	1
RESIDENT/RESIDENT ASSAULT	0	5
DEATH	0	0
TOTAL	15	11

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

Walter P. Carter Center

STAGE 1 - RIGHTS ADVISOR

15 GRIEVANCES

Decision at Stage 1

Valid	3	20.0 %
Invalid	4	26.7 %
Inconclusive	2	13.3 %
Not Investigated	6	40.0 %

Action at Stage 1

Resolved	12	80.0 %
Withdrawn	2	13.3 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 1 14 93.3 %

Total Number of Cases Referred To Stage 2-3 1 6.7 %

STAGE 2 - UNIT DIRECTOR

1 GRIEVANCES

Decision at Stage 2

Valid	0	0.0 %
Invalid	1	100.0 %
Inconclusive	0	0.0 %

Action at Stage 2

Resolved	0	0.0 %
Withdrawn	0	0.0 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 2 0 0.0 %

Total Number of Cases Referred To Next Stage 1 100.0 %

STAGE 3A - RESIDENT RIGHTS COMMITTEE

0 GRIEVANCES

Decision at Stage 3A

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3A

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3A 0 %

Total Number of Cases Referred To Stage 3B 0 %

STAGE 3B - SUPERINTENDENT/CEO

1 GRIEVANCES

Decision at Stage 3B

Valid	0	0.0 %
Invalid	1	100.0 %
Inconclusive	0	0.0 %

Action at Stage 3B

Resolved	1	100.0 %
Withdrawn	0	0.0 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 3B 1 100.0 %

Total Number of Cases Referred To Stage 4 0 0.0 %

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 4

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 4 0 %

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 2

- 2 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 0

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 0 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 3

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 2 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 1 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 2

- 0 A. Clothing
- 0 B. Diet
- 1 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 1 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 1 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 6

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 2 C. Medical Care
- 4 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL GRIEVANCE CASES 15

FISCAL YEAR 2009

Walter P. Carter Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

Walter P. Carter Center

GRIEVANCES 15

SEX	#	%
Female	1	6.7
Male	11	73.3
Class	3	20.0
Total	15	

AGE	#	%
<18	0	0.0
18-44	10	66.7
45-64	2	13.3
65+	0	0.0
Class	3	20.0
Total	15	

RACE	#	%
African American	9	60.0
Asian	0	0.0
Caucasian	1	6.7
Hispanic	0	0.0
Other	2	13.3
Class	3	20.0
Total	15	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	0		8. MONEY	0
0 A. Physical			0 A. Dissipation of Assets	
0 B. Sexual			0 B. Easy Access	
0 C. Mental			0 C. Facility Account	
0 D. Verbal			0 D. Limitation	
2. ADMISSION/DISCHARGE/TRANSFER	0		0 E. Safekeeping	
0 A. Admission			0 F. Use of Funds	
0 B. Hearing			0 G. Exploitation	
0 C. Transfer			0 H. Entitlements/Benefits	
0 D. Discharge			9. NEGLECT	0
0 E. Respite Care				
3. CIVIL RIGHTS	3		10. PERSONAL PROPERTY	0
0 A. Abortion			0 A. Exclusion	
0 B. Addressing A Resident			0 B. Limitations	
0 C. Barrier Free Design			0 C. Protection	
0 D. Business and Personal			0 D. Purchase or Receive	
0 E. Competency			0 E. Receipt	
2 F. Dignity			0 F. Storage	
0 G. Discrimination			0 G. Theft/Loss/Destruction	
0 H. Education			11. RIGHTS PROTECTION	0
0 I. Labor and Compensation			0 A. Complaint Forms	
0 J. Marriage and Divorce			0 B. Explanation of Rights	
0 K. Media			0 C. Notification of Rights	
0 L. Personal Search			0 D. Rights Advisor	
0 M. Privacy			0 E. Timely Impartial Investigation	
0 N. Religion			0 F. Complaint Procedure	
0 O. Sexuality			0 G. Retaliation	
1 P. Harassment			0 H. Legal Case Review	
0 Q. Voting			12. TREATMENT RIGHTS	0
0 R. Immigration			0 A. Individual Treatment Plan	
4. COMMUNICATION and VISITS	1		0 B. Informed Consent	
1 A. Attorney/Legal Matters			0 C. Medical Care	
0 B. Clergy			0 D. Medication	
0 C. Visitors			0 E. Periodic Review	
0 D. Stationery and Postage			0 F. Research/At Risk Procedures	
0 E. Telephone			0 G. Knowledge of	
0 F. Mail			0 H. Name of Treatment Staff	
0 G. Interpreter Service			0 I. Alternate Treatment Services	
5. CONFIDENTIALITY and DISCLOSURE	0		0 J. Clinical Review Panel	
0 A. Records			0 K. Minor Placed with Adults	
0 B. Privileged Communications			0 L. Aftercare Plan	
0 C. Photocopying			0 M. Advance Medical Directive	
0 D. Photographing			0 N. Pain Management	
6. ENVIRONMENTAL	0		13. OTHER	1
0 A. Clothing			0 A. Forensic Issues	
0 B. Diet			0 B. Guardianship	
0 C. Personal Hygiene			1 C. Rights Outside Jurisdiction	
0 D. Safety			14. NO RIGHT INVOLVED	1
0 E. Sanitary				
0 F. Humane			15. RESIDENT/RESIDENT ASSAULT	5
7. FREEDOM OF MOVEMENT	0		16. DEATH	0
0 A. Building and Grounds				
0 B. General Restrictions			TOTAL INFORMATION CASES	11
0 C. Least Restrictive Alternative			FISCAL YEAR 2009	
0 D. Leave of Absence			WALTER P. CARTER CENTER	
0 E. Restraint				
0 F. Seclusion				
0 G. Quiet Room				

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY2009

Walter P. Carter Center

INFORMATION/ASSISTANCE

11

SEX	#	%	AGE	#	%	RACE	#	%
Female	3	27.3	<18	0	0.0	African American	8	72.7
Male	8	72.7	18-44	11	100.0	Asian	0	0.0
Class	0	0.0	45-64	0	0.0	Caucasian	2	18.2
Total	11		65+	0	0.0	Hispanic	1	9.1
			Class	0	0.0	Other	0	0.0
			Total	11		Class	0	0.0
						Total	11	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Walter P. Carter Center

CLINICAL REVIEW PANELS

			<u>Legal Status</u>		
Patients Scheduled for One or More Panels	4				
Scheduled as an Initial Panel	4	100.0 %	Not Criminally Responsible	0	0.0 %
Scheduled Less than 90 Days Since Last Panel	0	0.0 %	Incompetent to Stand Trial	2	50.0 %
Scheduled More than 90 Days Since Last Panel	0	0.0 %	Civilly Committed	0	0.0 %
Total Number of Panels Scheduled	4				

Decision by Panel

Medication Approved	4	100.0 %
Medication Not Approved	0	0.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	3	75.0 %
Decision Appealed to ALJ	1	25.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 1

Decision by Administrative Law Judge

CRP Decision Upheld	1	100.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	1	100.0 %
Decision Appealed to CC	0	0.0 %

Representation by Legal Assistance Provider 0

CIRCUIT COURT APPEALS

Number of Appeals Filed 0

Decision by Circuit Court

CRP Decision Upheld	0	%
ALJ Decision Overturned	0	%
Declared Moot/Withdrawn	0	%

Representation by Legal Assistance Provider 0

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Walter P. Carter Center

PANELS SCHEDULED 4

SEX	#	%	AGE	#	%	RACE	#	%
Female	1	25.0	<18	0	0.0	African-American	4	100.0
Male	3	75.0	18-44	2	50.0	Asian	0	0.0
Total	4		45-64	2	50.0	Caucasian	0	0.0
			65+	0	0.0	Hispanic	0	0.0
			Total	4		Other	0	0.0
						Total	4	

RESIDENT GRIEVANCE SYSTEM

EASTERN SHORE HOSPITAL CENTER

FISCAL YEAR 2009

**Sharon Wert
Rights Advisor**

EASTERN SHORE HOSPITAL CENTER
FISCAL YEAR 2009

GRIEVANCES	53
INFORMATION/ASSISTANCE CASES	245
CLINICAL REVIEW PANELS	14
TOTAL RIGHTS ADVISOR CONTACTS	312

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	10	1
ADMISSION/DISCHARGE/TRANSFER	0	5
CIVIL RIGHTS	14	7
COMMUNICATIONS/VISITS	5	16
CONFIDENTIALITY	2	7
ENVIRONMENTAL	8	14
FREEDOM OF MOVEMENT	4	6
MONEY	1	29
NEGLECT	0	0
PERSONAL PROPERTY	1	7
RIGHTS PROTECTION SYSTEM	0	4
TREATMENT RIGHTS	5	5
OTHER	0	4
NO RIGHT INVOLVED	2	18
RESIDENT/RESIDENT ASSAULT	1	122
DEATH	0	0
TOTAL	53	245

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

Eastern Shore Hospital Center

STAGE 1 - RIGHTS ADVISOR 53 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	15	28.3 %	Resolved	31	58.5 %
Invalid	21	39.6 %	Withdrawn	8	15.1 %
Inconclusive	16	30.2 %	Outside Referral	4	7.5 %
Not Investigated	1	1.9 %			
Total Number of Cases Closed At Stage 1			43	81.1 %	
Total Number of Cases Referred To Stage 2-3			10	18.9 %	

STAGE 2 - UNIT DIRECTOR 10 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	3	30.0 %	Resolved	2	20.0 %
Invalid	6	60.0 %	Withdrawn	2	20.0 %
Inconclusive	1	10.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			4	40.0 %	
Total Number of Cases Referred To Next Stage			6	60.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 4 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	2	50.0 %	Resolved	0	0.0 %
Invalid	2	50.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			0	0.0 %	
Total Number of Cases Referred To Stage 3B			4	100.0 %	

STAGE 3B - SUPERINTENDENT/CEO 6 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	2	33.3 %	Resolved	0	0.0 %
Invalid	3	50.0 %	Withdrawn	0	0.0 %
Inconclusive	1	16.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			0	0.0 %	
Total Number of Cases Referred To Stage 4			6	100.0 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE 6 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	2	33.3 %	Resolved	6	100.0 %
Invalid	3	50.0 %	Withdrawn	0	0.0 %
Inconclusive	1	16.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 4			6	100.0 %	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE <u>10</u>	8. MONEY <u>1</u>
<u>8</u> A. Physical	<u>0</u> A. Dissipation of Assets
<u>2</u> B. Sexual	<u>0</u> B. Easy Access
<u>0</u> C. Mental	<u>0</u> C. Facility Account
<u>0</u> D. Verbal	<u>1</u> D. Limitation
2. ADMISSION/DISCHARGE/TRANSFER <u>0</u>	<u>0</u> E. Safekeeping
<u>0</u> B. Hearing	<u>0</u> F. Use of Funds
<u>0</u> A. Admission	<u>0</u> G. Exploitation
<u>0</u> C. Transfer	<u>0</u> H. Entitlements/Benefits
<u>0</u> D. Discharge	9. NEGLECT <u>0</u>
<u>0</u> E. Respite Care	10. PERSONAL PROPERTY <u>1</u>
3. CIVIL RIGHTS <u>14</u>	<u>0</u> A. Exclusion
<u>0</u> A. Abortion	<u>0</u> B. Limitations
<u>5</u> B. Addressing A Resident	<u>0</u> C. Protection
<u>0</u> C. Barrier Free Design	<u>0</u> D. Purchase or Receive
<u>0</u> D. Business and Personal	<u>0</u> E. Receipt
<u>1</u> E. Competency	<u>0</u> F. Storage
<u>4</u> F. Dignity	<u>1</u> G. Theft/Loss/Destruction
<u>2</u> G. Discrimination	11. RIGHTS PROTECTION <u>0</u>
<u>0</u> H. Education	<u>0</u> A. Complaint Forms
<u>0</u> I. Labor and Compensation	<u>0</u> B. Explanation of Rights
<u>0</u> J. Marriage and Divorce	<u>0</u> C. Notification of Rights
<u>0</u> K. Media	<u>0</u> D. Rights Advisor
<u>0</u> L. Personal Search	<u>0</u> E. Timely Impartial Investigation
<u>0</u> M. Privacy	<u>0</u> F. Complaint Procedure
<u>0</u> N. Religion	<u>0</u> G. Retaliation
<u>0</u> O. Sexuality	<u>0</u> H. Legal Case Review
<u>2</u> P. Harassment	12. TREATMENT RIGHTS <u>5</u>
<u>0</u> Q. Voting	<u>0</u> A. Individual Treatment Plan
<u>0</u> R. Immigration	<u>0</u> B. Informed Consent
4. COMMUNICATION and VISITS <u>5</u>	<u>0</u> C. Medical Care
<u>0</u> A. Attorney/Legal Matters	<u>2</u> D. Medication
<u>0</u> B. Clergy	<u>0</u> E. Periodic Review
<u>0</u> C. Visitors	<u>0</u> F. Research/At Risk Procedures
<u>1</u> D. Stationery and Postage	<u>0</u> G. Knowledge of
<u>2</u> E. Telephone	<u>3</u> H. Name of Treatment Staff
<u>2</u> F. Mail	<u>0</u> I. Alternate Treatment Services
<u>0</u> G. Interpreter Service	<u>0</u> J. Clinical Review Panel
5. CONFIDENTIALITY and DISCLOSURE <u>2</u>	<u>0</u> K. Minor Placed with Adults
<u>0</u> A. Records	<u>0</u> L. Aftercare Plan
<u>2</u> B. Privileged Communications	<u>0</u> M. Advance Medical Directive
<u>0</u> C. Photocopying	<u>0</u> N. Pain Management
<u>0</u> D. Photographing	13. OTHER <u>0</u>
6. ENVIRONMENTAL <u>8</u>	<u>0</u> A. Forensic Issues
<u>1</u> A. Clothing	<u>0</u> B. Guardianship
<u>1</u> B. Diet	<u>0</u> C. Rights Outside Jurisdiction
<u>1</u> C. Personal Hygiene	14. NO RIGHT INVOLVED <u>2</u>
<u>2</u> D. Safety	15. RESIDENT/RESIDENT ASSAULT <u>1</u>
<u>3</u> E. Sanitary	16. DEATH <u>0</u>
<u>0</u> F. Humane	TOTAL GRIEVANCE CASES <u>53</u>
7. FREEDOM OF MOVEMENT <u>4</u>	FISCAL YEAR 2009
<u>3</u> A. Building and Grounds	Eastern Shore Hospital Center
<u>1</u> B. General Restrictions	
<u>0</u> C. Least Restrictive Alternative	
<u>0</u> D. Leave of Absence	
<u>0</u> E. Restraint	
<u>0</u> F. Seclusion	
<u>0</u> G. Quiet Room	

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009 **Eastern Shore Hospital Center**

GRIEVANCES 53

SEX	#	%
Female	17	32.1
Male	35	66.0
Class	1	1.9
Total	53	

AGE	#	%
<18	0	0.0
18-44	20	37.7
45-64	30	56.6
65+	2	3.8
Class	1	1.9
Total	53	

RACE	#	%
African American	25	47.2
Asian	0	0.0
Caucasian	26	49.1
Hispanic	1	1.9
Other	0	0.0
Class	1	1.9
Total	53	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 1

- 1 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 5

- 1 A. Admission
- 0 B. Hearing
- 1 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 7

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 2 F. Dignity
- 2 G. Discrimination
- 1 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 1 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 1 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 16

- 10 A. Attorney/Legal Matters
- 0 B. Clergy
- 1 C. Visitors
- 0 D. Stationery and Postage
- 2 E. Telephone
- 3 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 7

- 6 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 14

- 2 A. Clothing
- 3 B. Diet
- 2 C. Personal Hygiene
- 3 D. Safety
- 4 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 6

- 1 A. Building and Grounds
- 4 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 1 F. Seclusion
- 0 G. Quiet Room

8. MONEY 29

- 1 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 28 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 7

- 0 A. Exclusion
- 0 B. Limitations
- 1 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 2 F. Storage
- 4 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 4

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 4 H. Legal Case Review

12. TREATMENT RIGHTS 5

- 1 A. Individual Treatment Plan
- 0 B. Informed Consent
- 3 C. Medical Care
- 1 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 4

- 1 A. Forensic Issues
- 3 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 18

15. RESIDENT/RESIDENT ASSAULT 122

16. DEATH 0

TOTAL INFORMATION CASES 245

FISCAL YEAR 2009

EASTERN SHORE HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2009

Eastern Shore Hospital Center

INFORMATION/ASSISTANCE

245

SEX	#	%	AGE	#	%	RACE	#	%
Female	66	27.0	<18	0	0.0	African American	105	43.0
Male	178	73.0	18-44	110	45.1	Asian	0	0.0
Class	1	0.4	45-64	127	52.0	Caucasian	128	52.5
Total	245		65+	7	2.9	Hispanic	7	2.9
			Class	1	0.4	Other	4	1.6
			Total	245		Class	1	0.4
						Total	245	

RESIDENT GRIEVANCE SYSTEM

THOMAS B. FINAN HOSPITAL CENTER

FISCAL YEAR 2009

**Edward Zook
Rights Advisor**

THOMAS B. FINAN CENTER
FISCAL YEAR 2009

GRIEVANCES	15
INFORMATION/ASSISTANCE CASES	95
CLINICAL REVIEW PANELS	33
TOTAL RIGHTS ADVISOR CONTACTS	143

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	0	0
ADMISSION/DISCHARGE/TRANSFER	1	12
CIVIL RIGHTS	3	28
COMMUNICATIONS/VISITS	0	4
CONFIDENTIALITY	1	1
ENVIRONMENTAL	2	6
FREEDOM OF MOVEMENT	1	7
MONEY	1	1
NEGLECT	0	0
PERSONAL PROPERTY	3	3
RIGHTS PROTECTION SYSTEM	0	8
TREATMENT RIGHTS	3	8
OTHER	0	6
NO RIGHT INVOLVED	0	3
RESIDENT/RESIDENT ASSAULT	0	7
DEATH	0	1
TOTAL	15	95

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

Thomas B. Finan Center

STAGE 1 - RIGHTS ADVISOR

15 GRIEVANCES

Decision at Stage 1

Valid	1	6.7 %
Invalid	8	53.3 %
Inconclusive	4	26.7 %
Not Investigated	2	13.3 %

Action at Stage 1

Resolved	11	73.3 %
Withdrawn	4	26.7 %
Outside Referral	0	0.0 %

Total Number of Cases Closed At Stage 1 15 100.0 %

Total Number of Cases Referred To Stage 2-3 0 0.0 %

STAGE 2 - UNIT DIRECTOR

0 GRIEVANCES

Decision at Stage 2

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 2

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 2 0 %

Total Number of Cases Referred To Next Stage 0 %

STAGE 3A - RESIDENT RIGHTS COMMITTEE

0 GRIEVANCES

Decision at Stage 3A

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3A

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3A 0 %

Total Number of Cases Referred To Stage 3B 0 %

STAGE 3B - SUPERINTENDENT/CEO

0 GRIEVANCES

Decision at Stage 3B

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 3B

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 3B 0 %

Total Number of Cases Referred To Stage 4 0 %

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4

Valid	0	%
Invalid	0	%
Inconclusive	0	%

Action at Stage 4

Resolved	0	%
Withdrawn	0	%
Outside Referral	0	%

Total Number of Cases Closed At Stage 4 0 %

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 1

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 3

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 3 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 2

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 2 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 1

- 0 A. Building and Grounds
- 1 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 1 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 3

- 0 A. Exclusion
- 2 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 1 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 3

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 1 C. Medical Care
- 2 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 0

TOTAL GRIEVANCE CASES 15

FISCAL YEAR 2009

Thomas B. Finan Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

Thomas B. Finan Center

GRIEVANCES 15

SEX	#	%
Female	2	13.3
Male	13	86.7
Class	0	0.0
Total	15	

AGE	#	%
<18	0	0.0
18-44	9	60.0
45-64	6	40.0
65+	0	0.0
Class	0	0.0
Total	15	

RACE	#	%
African American	4	26.7
Asian	0	0.0
Caucasian	11	73.3
Hispanic	0	0.0
Other	0	0.0
Class	0	0.0
Total	15	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	0		8. MONEY	1	
0 A. Physical			0 A. Dissipation of Assets		
0 B. Sexual			0 B. Easy Access		
0 C. Mental			0 C. Facility Account		
0 D. Verbal			0 D. Limitation		
2. ADMISSION/DISCHARGE/TRANSFER	12		0 E. Safekeeping		
1 A. Admission			0 F. Use of Funds		
0 B. Hearing			0 G. Exploitation		
0 C. Transfer			1 H. Entitlements/Benefits		
11 D. Discharge			9. NEGLECT	0	
0 E. Respite Care					
3. CIVIL RIGHTS	28		10. PERSONAL PROPERTY	3	
0 A. Abortion			0 A. Exclusion		
0 B. Addressing A Resident			0 B. Limitations		
0 C. Barrier Free Design			0 C. Protection		
4 D. Business and Personal			0 D. Purchase or Receive		
0 E. Competency			0 E. Receipt		
0 F. Dignity			3 F. Storage		
0 G. Discrimination			0 G. Theft/Loss/Destruction		
0 H. Education					
0 I. Labor and Compensation			11. RIGHTS PROTECTION	8	
0 J. Marriage and Divorce			0 A. Complaint Forms		
1 K. Media			3 B. Explanation of Rights		
0 L. Personal Search			0 C. Notification of Rights		
0 M. Privacy			0 D. Rights Advisor		
1 N. Religion			0 E. Timely Impartial Investigation		
0 O. Sexuality			0 F. Complaint Procedure		
0 P. Harassment			0 G. Retaliation		
22 Q. Voting			5 H. Legal Case Review		
0 R. Immigration			12. TREATMENT RIGHTS	8	
4. COMMUNICATION and VISITS	4		0 A. Individual Treatment Plan		
1 A. Attorney/Legal Matters			0 B. Informed Consent		
0 B. Clergy			1 C. Medical Care		
0 C. Visitors			4 D. Medication		
0 D. Stationery and Postage			0 E. Periodic Review		
2 E. Telephone			0 F. Research/At Risk Procedures		
1 F. Mail			0 G. Knowledge of		
0 G. Interpreter Service			0 H. Name of Treatment Staff		
5. CONFIDENTIALITY and DISCLOSURE	1		0 I. Alternate Treatment Services		
0 A. Records			1 J. Clinical Review Panel		
1 B. Privileged Communications			0 K. Minor Placed with Adults		
0 C. Photocopying			1 L. Aftercare Plan		
0 D. Photographing			1 M. Advance Medical Directive		
6. ENVIRONMENTAL	6		0 N. Pain Management		
0 A. Clothing			13. OTHER	6	
2 B. Diet			4 A. Forensic Issues		
1 C. Personal Hygiene			2 B. Guardianship		
			0 C. Rights Outside Jurisdiction		
2 D. Safety			14. NO RIGHT INVOLVED	3	
1 E. Sanitary					
0 F. Humane			15. RESIDENT/RESIDENT ASSAULT	7	
7. FREEDOM OF MOVEMENT	7		16. DEATH	1	
5 A. Building and Grounds					
0 B. General Restrictions			TOTAL INFORMATION CASES	95	
0 C. Least Restrictive Alternative			FISCAL YEAR 2009		
0 D. Leave of Absence			THOMAS B. FINAN CENTER		
0 E. Restraint					
0 F. Seclusion					
2 G. Quiet Room					

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY2009

Thomas B. Finan Center

INFORMATION/ASSISTANCE

95

SEX	#	%	AGE	#	%	RACE	#	%
Female	26	27.4	<18	0	0.0	African American	15	15.8
Male	64	67.4	18-44	40	42.1	Asian	0	0.0
Class	5	5.3	45-64	46	48.4	Caucasian	75	78.9
Total	95		65+	4	4.2	Hispanic	0	0.0
			Class	5	5.3	Other	0	0.0
			Total	95		Class	5	5.3
						Total	95	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Thomas B. Finan Center

CLINICAL REVIEW PANELS

			<u>Legal Status</u>		
Patients Scheduled for One or More Panels	14				
Scheduled as an Initial Panel	14	42.4 %	Not Criminally Responsible	0	0.0 %
Scheduled Less than 90 Days Since Last Panel	0	54.5 %	Incompetent to Stand Trial	1	3.0 %
Scheduled More than 90 Days Since Last Panel	18	3.0 %	Civilly Committed	0	0.0 %
Total Number of Panels Scheduled	33				

Decision by Panel

Medication Approved	31	93.9 %
Medication Not Approved	1	3.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	1	3.0 %

Patient Response to Panel Decision

Decision Not Appealed	17	54.8 %
Decision Appealed to ALJ	14	45.2 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 16

Decision by Administrative Law Judge

CRP Decision Upheld	15	93.8 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	1	6.3 %

Patient Response to Panel Decision

Decision Not Appealed	12	80.0 %
Decision Appealed to CC	3	20.0 %

Representation by Legal Assistance Provider 6

CIRCUIT COURT APPEALS

Number of Appeals Filed 3

Decision by Circuit Court

CRP Decision Upheld	3	100.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 3

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Thomas B. Finan Center

PANELS SCHEDULED 33

SEX	#	%	AGE	#	%	RACE	#	%
Female	19	58.0	<18	0	0.0	African-American	13	39.0
Male	14	42.0	18-44	10	30.0	Asian	0	0.0
Total	33		45-64	23	70.0	Caucasian	20	61.0
			65+	0	0.0	Hispanic	0	0.0
			Total	33		Other	0	0.0
						Total	33	

RESIDENT GRIEVANCE SYSTEM

CLIFTON T. PERKINS HOSPITAL CENTER

FISCAL YEAR 2009

**Harry Evans III
Rights Advisor**

**Edward Fowler
Rights Advisor**

**Linda Simms
Rights Advisor**

**CLIFTON T. PERKINS HOSPITAL CENTER
FISCAL YEAR 2009**

GRIEVANCES	272
INFORMATION/ASSISTANCE CASES	200
CLINICAL REVIEW PANELS	27
TOTAL RIGHTS ADVISOR CONTACTS	499

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	35	0
ADMISSION/DISCHARGE/TRANSFER	14	2
CIVIL RIGHTS	37	4
COMMUNICATIONS/VISITS	9	2
CONFIDENTIALITY	12	1
ENVIRONMENTAL	29	5
FREEDOM OF MOVEMENT	46	0
MONEY	6	9
NEGLECT	3	1
PERSONAL PROPERTY	8	1
RIGHTS PROTECTION SYSTEM	9	24
TREATMENT RIGHTS	38	6
OTHER	9	3
NO RIGHT INVOLVED	7	5
RESIDENT/RESIDENT ASSAULT	5	137
DEATH	0	0
TOTAL	272	200

DECISION AND ACTION (GRIEVANCE CASES) - FY 20 09

Clifton T. Perkins Hospital Center

STAGE 1 - RIGHTS 272 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	30	%	Resolved	173	%
Invalid	37	%	Withdrawn	51	%
Inconclusive	141	%	Outside Referral	11	%
Not Investigated	64	%			
Total Number of Cases Closed At Stage 1			235	%	
Total Number of Cases Referred To Stage 2-3			37	%	

STAGE 2 - UNIT DIRECTOR 37 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	5	%	Resolved	10	%
Invalid	24	%	Withdrawn	2	%
Inconclusive	8	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 2			12	%	
Total Number of Cases Referred To Next Stage			25	%	

STAGE 3A - RESIDENT RIGHTS 2 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	1	%	Withdrawn	0	%
Inconclusive	1	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			2	%	

STAGE 3B - SUPERINTENDENT/CEO 25 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	3	%	Resolved	18	%
Invalid	13	%	Withdrawn	7	%
Inconclusive	9	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			25	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW 1 GRIEVANCES

Decision at Stage 4			Action at Stage 4 Jurisdiction		
Valid	0	%	Resolved	1	%
Invalid	1	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			1	%	

Alternative

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 35

- 26 A. Physical
- 5 B. Sexual
- 4 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 14

- 2 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 11 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 37

- 0 A. Abortion
- 14 B. Addressing A Resident
- 0 C. Barrier Free Design
- 3 D. Business and Personal
- 0 E. Competency
- 5 F. Dignity
- 2 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 1 L. Personal Search
- 0 M. Privacy
- 5 N. Religion
- 0 O. Sexuality
- 7 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 9

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 3 E. Telephone
- 6 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 12

- 7 A. Records
- 3 B. Privileged Communications
- 1 C. Photocopying
- 1 D. Photographing

6. ENVIRONMENTAL 29

- 2 A. Clothing
- 9 B. Diet
- 6 C. Personal Hygiene
- 1 D. Safety
- 5 E. Sanitary
- 6 F. Humane

7. FREEDOM OF MOVEMENT 46

- 3 A. Building and Grounds
- 5 B. General Restrictions
- 35 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 3 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 6

- 1 A. Dissipation of Assets
- 0 B. Easy Access
- 1 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 2 F. Use of Funds
- 2 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 3

10. PERSONAL PROPERTY 8

- 0 A. Exclusion
- 4 B. Limitations
- 0 C. Protection
- 1 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 3 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 9

- 1 A. Complaint Forms
- 2 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 4 F. Complaint Procedure
- 2 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 38

- 2 A. Individual Treatment Plan
- 3 B. Informed Consent
- 17 C. Medical Care
- 7 D. Medication
- 1 E. Periodic Review
- 2 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 6 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 9

- 4 A. Forensic Issues
- 0 B. Guardianship
- 5 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 7

15. RESIDENT/RESIDENT ASSAULT 5

16. DEATH 0

TOTAL GRIEVANCE CASES 272

FISCAL YEAR 2009

Clifton T. Perkins Hospital Center

Clifton T. Perkins Hospital Center

GRIEVANCE 272

SEX	#	%
Female	65	24.0
Male	203	74.9
Class	4	1.5
Total	272	

AGE	#	%
<18	3	1.1
18-44	204	75.3
45-64	58	21.4
65+	3	1.1
Class	4	1.5
Total	272	

RACE	#	%
African American	178	65.7
Asian	1	0.4
Caucasian	82	30.3
Hispanic	2	0.7
Other	5	1.8
Class	4	1.5
Total	272	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 A. Admission
- 0 B. Hearing
- 0 C. Transfer
- 2 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 4

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 1 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 1 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 1 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 2

- 1 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 1 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 0 B. Privileged Communications
- 1 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 5

- 0 A. Clothing
- 2 B. Diet
- 0 C. Personal Hygiene
- 2 D. Safety
- 1 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 0

- 0 A. Building and Grounds
- 0 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 9

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 1 F. Use of Funds
- 0 G. Exploitation
- 8 H. Entitlements/Benefits

9. NEGLECT 1

10. PERSONAL PROPERTY 1

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 1 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 24

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 7 F. Complaint Procedure
- 1 G. Retaliation
- 16 H. Legal Case Review

12. TREATMENT RIGHTS 6

- 2 A. Individual Treatment Plan
- 1 B. Informed Consent
- 2 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 1 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 3

- 1 A. Forensic Issues
- 1 B. Guardianship
- 1 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 5

15. RESIDENT/RESIDENT ASSAULT 137

16. DEATH 0

TOTAL INFORMATION CASES 200

FISCAL YEAR 2009

CLIFTON T. PERKINS HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 09

Clifton T. Perkins Hospital Center

INFORMATION/ASSISTANCE

200

SEX	#	%	AGE	#	%	RACE	#	%
Female	14	7.0	<18	0	0.0	African American	119	59.8
Male	184	92.5	18-44	135	67.8	Asian	0	0.0
Class	2	1.0	45-64	62	31.2	Caucasian	63	31.7
Total	200		65+	1	0.5	Hispanic	4	2.0
			Class	2	1.0	Other	12	6.0
			Total	200		Class	2	1.0
						Total	200	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Clifton T. Perkins Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels				<u>Legal Status</u>			
Scheduled as an Initial Panel	12	44.4 %		Not Criminally Responsible	19	70.4 %	
Scheduled Less than 90 Days Since Last Panel	6	33.3 %		Incompetent to Stand Trial	6	22.2 %	
Scheduled More than 90 Days Since Last Panel	9	0.0 %		Civily Committed	0	0.0 %	
Total Number of Panels Scheduled	27						

Decision by Panel

Medication Approved	18	66.7 %
Medication Not Approved	1	3.7 %
No Decision Reached	1	3.7 %
Cancelled Prior to Panel	7	25.9 %

Patient Response to Panel Decision

Decision Not Appealed	8	44.4 %
Decision Appealed to ALJ	10	55.6 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 10

Decision by Administrative Law Judge

CRP Decision Upheld	7	70.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	3	30.0 %

Patient Response to Panel Decision

Decision Not Appealed	3	42.9 %
Decision Appealed to CC	4	57.1 %

Representation by Legal Assistance Provider 9

CIRCUIT COURT APPEALS

Number of Appeals Filed 4

Decision by Circuit Court

CRP Decision Upheld	1	25.0 %
ALJ Decision Overturned	1	25.0 %
Declared Moot/Withdrawn	2	50.0 %

Representation by Legal Assistance Provider 3

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Clifton T. Perkins Hospital Center

PANELS SCHEDULED 27

SEX	#	%	AGE	#	%	RACE	#	%
Female	4	15.0	<18	1	0.0	African-American	22	81.0
Male	23	85.0	18-44	19	70.0	Asian	0	0.0
Total	27		45-64	7	26.0	Caucasian	5	19.0
			65+	0	0.0	Hispanic	0	0.0
			Total	27		Other	0	0.0
						Total	27	

RESIDENT GRIEVANCE SYSTEM

**REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
BALTIMORE**

FISCAL YEAR 2009

**Harry Evans III
Rights Advisor**

RICA-BALTIMORE
FISCAL YEAR **2009**

GRIEVANCES	170
INFORMATION/ASSISTANCE CASES	66
CLINICAL REVIEW PANELS	0
TOTAL RIGHTS ADVISOR CONTACTS	236

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	6	0
ADMISSION/DISCHARGE/TRANSFER	4	11
CIVIL RIGHTS	11	0
COMMUNICATIONS/VISITS	3	0
CONFIDENTIALITY	2	0
ENVIRONMENTAL	27	0
FREEDOM OF MOVEMENT	55	2
MONEY	18	7
NEGLECT	0	0
PERSONAL PROPERTY	10	0
RIGHTS PROTECTION SYSTEM	0	43
TREATMENT RIGHTS	14	0
OTHER	0	2
NO RIGHT INVOLVED	13	1
RESIDENT/RESIDENT ASSAULT	6	0
DEATH	0	0
TOTAL	170	66

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

RICA-Baltimore

STAGE 1 - RIGHTS ADVISOR

170 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	49	28.8 %	Resolved	122	71.8 %
Invalid	31	18.2 %	Withdrawn	1	0.6 %
Inconclusive	82	48.2 %	Outside Referral	33	19.4 %
Not Investigated	8	4.7 %			
Total Number of Cases Closed At Stage 1			156	91.8 %	
Total Number of Cases Referred To Stage 2-3			14	8.2 %	

STAGE 2 - UNIT DIRECTOR

14 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	3	21.4 %	Resolved	9	64.3 %
Invalid	1	7.1 %	Withdrawn	0	0.0 %
Inconclusive	10	71.4 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			9	64.3 %	
Total Number of Cases Referred To Next Stage			5	35.7 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE

1 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	0.0 %	Resolved	0	0.0 %
Invalid	1	100.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			0	0.0 %	
Total Number of Cases Referred To Stage 3B			1	100.0 %	

STAGE 3B - SUPERINTENDENT/CEO

5 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	0	0.0 %	Resolved	5	100.0 %
Invalid	4	80.0 %	Withdrawn	0	0.0 %
Inconclusive	1	20.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			5	100.0 %	
Total Number of Cases Referred To Stage 4			0	0.0 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE

0 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 6

- 6 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 4

- 0 B. Hearing
- 0 A. Admission
- 0 C. Transfer
- 3 D. Discharge
- 1 E. Respite Care

3. CIVIL RIGHTS 11

- 0 A. Abortion
- 3 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 2 H. Education
- 1 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 1 L. Personal Search
- 1 M. Privacy
- 0 N. Religion
- 1 O. Sexuality
- 2 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 3

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 3 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 2

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 1 D. Photographing

6. ENVIRONMENTAL 27

- 0 A. Clothing
- 13 B. Diet
- 2 C. Personal Hygiene
- 2 D. Safety
- 5 E. Sanitary
- 5 F. Humane

7. FREEDOM OF MOVEMENT 55

- 0 A. Building and Grounds
- 1 B. General Restrictions
- 50 C. Least Restrictive Alternative
- 2 D. Leave of Absence
- 2 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 18

- 1 A. Dissipation of Assets
- 2 B. Easy Access
- 0 C. Facility Account
- 1 D. Limitation
- 1 E. Safekeeping
- 2 F. Use of Funds
- 0 G. Exploitation
- 11 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 10

- 0 A. Exclusion
- 6 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 1 F. Storage
- 3 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 14

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 5 C. Medical Care
- 6 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 3 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 13

15. RESIDENT/RESIDENT ASSAULT 6

16. DEATH 0

TOTAL GRIEVANCE CASES 170

FISCAL YEAR 2009

RICA-Baltimore

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

RICA-Baltimore

GRIEVANCES 170

SEX	#	%
Female	66	38.8
Male	96	56.5
Class	8	4.7
Total	170	

AGE	#	%
<18	161	94.7
18-44	1	0.6
45-64	0	0.0
65+	0	0.0
Class	7	4.1
Total	170	

RACE	#	%
African American	93	54.7
Asian	0	0.0
Caucasian	69	40.6
Hispanic	0	0.0
Other	1	0.6
Class	7	4.1
Total	170	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	0		8. MONEY	7	
0 A. Physical			0 A. Dissipation of Assets		
0 B. Sexual			0 B. Easy Access		
0 C. Mental			0 C. Facility Account		
0 D. Verbal			0 D. Limitation		
2. ADMISSION/DISCHARGE/TRANSFER	11		0 E. Safekeeping		
0 A. Admission			0 F. Use of Funds		
1 B. Hearing			0 G. Exploitation		
0 C. Transfer			7 H. Entitlements/Benefits		
10 D. Discharge			9. NEGLECT	0	
0 E. Respite Care					
3. CIVIL RIGHTS	0		10. PERSONAL PROPERTY	0	
0 A. Abortion			0 A. Exclusion		
0 B. Addressing A Resident			0 B. Limitations		
0 C. Barrier Free Design			0 C. Protection		
0 D. Business and Personal			0 D. Purchase or Receive		
0 E. Competency			0 E. Receipt		
0 F. Dignity			0 F. Storage		
0 G. Discrimination			0 G. Theft/Loss/Destruction		
0 H. Education			11. RIGHTS PROTECTION	43	
0 I. Labor and Compensation			0 A. Complaint Forms		
0 J. Marriage and Divorce			42 B. Explanation of Rights		
0 K. Media			0 C. Notification of Rights		
0 L. Personal Search			0 D. Rights Advisor		
0 M. Privacy			0 E. Timely Impartial Investigation		
0 N. Religion			0 F. Complaint Procedure		
0 O. Sexuality			0 G. Retaliation		
0 P. Harassment			1 H. Legal Case Review		
0 Q. Voting			12. TREATMENT RIGHTS	0	
0 R. Immigration			0 A. Individual Treatment Plan		
4. COMMUNICATION and VISITS	0		0 B. Informed Consent		
0 A. Attorney/Legal Matters			0 C. Medical Care		
0 B. Clergy			0 D. Medication		
0 C. Visitors			0 E. Periodic Review		
0 D. Stationery and Postage			0 F. Research/At Risk Procedures		
0 E. Telephone			0 G. Knowledge of		
0 F. Mail			0 H. Name of Treatment Staff		
0 G. Interpreter Service			0 I. Alternate Treatment Services		
5. CONFIDENTIALITY and DISCLOSURE	0		0 J. Clinical Review Panel		
0 A. Records			0 K. Minor Placed with Adults		
0 B. Privileged Communications			0 L. Aftercare Plan		
0 C. Photocopying			0 M. Advance Medical Directive		
0 D. Photographing			0 N. Pain Management		
6. ENVIRONMENTAL	0		13. OTHER	2	
0 A. Clothing			0 A. Forensic Issues		
0 B. Diet			0 B. Guardianship		
0 C. Personal Hygiene			2 C. Rights Outside Jurisdiction		
0 D. Safety			14. NO RIGHT INVOLVED	1	
0 E. Sanitary					
0 F. Humane			15. RESIDENT/RESIDENT ASSAULT	0	
7. FREEDOM OF MOVEMENT	2		16. DEATH	0	
0 A. Building and Grounds					
0 B. General Restrictions			TOTAL INFORMATION CASES	66	
1 C. Least Restrictive Alternative			FISCAL YEAR 2009		
1 D. Leave of Absence			RICA-BALTIMORE		
0 E. Restraint					
0 F. Seclusion					
0 G. Quiet Room					

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2009

RICA-Baltimore

INFORMATION/ASSISTANCE 66

SEX			AGE			RACE		
	#	%		#	%		#	%
Female	29	43.9	<18	66	100.0	African American	40	60.6
Male	37	56.1	18-44	0	0.0	Asian	0	0.0
Class	0	0.0	45-64	0	0.0	Caucasian	23	34.8
Total	66		65+	0	0.0	Hispanic	1	1.5
			Class	0	0.0	Other	2	3.0
			Total	66		Class	0	0.0
						Total	66	

RESIDENT GRIEVANCE SYSTEM

**JOHN L. GILDNER REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
ROCKVILLE**

FISCAL YEAR 2009

**Harry Evans III
Rights Advisor**

**RICA-ROCKVILLE
FISCAL YEAR 2009**

GRIEVANCES	41
INFORMATION/ASSISTANCE CASES	99
CLINICAL REVIEW PANELS	0
TOTAL RIGHTS ADVISOR CONTACTS	140

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	0
ADMISSION/DISCHARGE/TRANSFER	3	0
CIVIL RIGHTS	3	1
COMMUNICATIONS/VISITS	1	1
CONFIDENTIALITY	0	0
ENVIRONMENTAL	5	0
FREEDOM OF MOVEMENT	13	0
MONEY	2	6
NEGLECT	0	0
PERSONAL PROPERTY	3	0
RIGHTS PROTECTION SYSTEM	0	91
TREATMENT RIGHTS	7	0
OTHER	0	0
NO RIGHT INVOLVED	2	0
RESIDENT/RESIDENT ASSAULT	1	0
DEATH	0	0
TOTAL	41	99

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009 **RICA-Rockville**

STAGE 1 - RIGHTS ADVISOR **41 GRIEVANCES**

Decision at Stage 1			Action at Stage 1		
Valid	16	39.0 %	Resolved	32	78.0 %
Invalid	4	9.8 %	Withdrawn	1	2.4 %
Inconclusive	16	39.0 %	Outside Referral	6	14.6 %
Not Investigated	5	12.2 %			
Total Number of Cases Closed At Stage 1			39	95.1 %	
Total Number of Cases Referred To Stage 2-3			2	4.9 %	

STAGE 2 - UNIT DIRECTOR **2 GRIEVANCES**

Decision at Stage 2			Action at Stage 2		
Valid	0	0.0 %	Resolved	2	100.0 %
Invalid	0	0.0 %	Withdrawn	0	0.0 %
Inconclusive	2	100.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			2	100.0 %	
Total Number of Cases Referred To Next Stage			0	0.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE **0 GRIEVANCES**

Decision at Stage 3A			Action at Stage 3A		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3A			0	%	
Total Number of Cases Referred To Stage 3B			0	%	

STAGE 3B - SUPERINTENDENT/CEO **0 GRIEVANCES**

Decision at Stage 3B			Action at Stage 3B		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 3B			0	%	
Total Number of Cases Referred To Stage 4			0	%	

STAGE 4 - CENTRAL REVIEW COMMITTEE **0 GRIEVANCES**

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE _____ 1	8. MONEY _____ 2
0 A. Physical	0 A. Dissipation of Assets
1 B. Sexual	0 B. Easy Access
0 C. Mental	0 C. Facility Account
0 D. Verbal	1 D. Limitation
2. ADMISSION/DISCHARGE/TRANSFER _____ 3	0 E. Safekeeping
0 B. Hearing	0 F. Use of Funds
0 A. Admission	0 G. Exploitation
0 C. Transfer	1 H. Entitlements/Benefits
3 D. Discharge	9. NEGLECT _____ 0
0 E. Respite Care	10. PERSONAL PROPERTY _____ 3
3. CIVIL RIGHTS _____ 3	0 A. Exclusion
0 A. Abortion	2 B. Limitations
0 B. Addressing A Resident	0 C. Protection
0 C. Barrier Free Design	1 D. Purchase or Receive
0 D. Business and Personal	0 E. Receipt
0 E. Competency	0 F. Storage
1 F. Dignity	0 G. Theft/Loss/Destruction
0 G. Discrimination	11. RIGHTS PROTECTION _____ 0
1 H. Education	0 A. Complaint Forms
0 I. Labor and Compensation	0 B. Explanation of Rights
0 J. Marriage and Divorce	0 C. Notification of Rights
0 K. Media	0 D. Rights Advisor
1 L. Personal Search	0 E. Timely Impartial Investigation
0 M. Privacy	0 F. Complaint Procedure
0 N. Religion	0 G. Retaliation
0 O. Sexuality	0 H. Legal Case Review
0 P. Harassment	12. TREATMENT RIGHTS _____ 7
0 Q. Voting	2 A. Individual Treatment Plan
0 R. Immigration	0 B. Informed Consent
4. COMMUNICATION and VISITS _____ 1	3 C. Medical Care
0 A. Attorney/Legal Matters	1 D. Medication
0 B. Clergy	1 E. Periodic Review
0 C. Visitors	0 F. Research/At Risk Procedures
0 D. Stationery and Postage	0 G. Knowledge of
1 E. Telephone	0 H. Name of Treatment Staff
0 F. Mail	0 I. Alternate Treatment Services
0 G. Interpreter Service	0 J. Clinical Review Panel
5. CONFIDENTIALITY and DISCLOSURE _____ 0	0 K. Minor Placed with Adults
0 A. Records	0 L. Aftercare Plan
0 B. Privileged Communications	0 M. Advance Medical Directive
0 C. Photocopying	0 N. Pain Management
0 D. Photographing	13. OTHER _____ 0
6. ENVIRONMENTAL _____ 5	0 A. Forensic Issues
0 A. Clothing	0 B. Guardianship
2 B. Diet	0 C. Rights Outside Jurisdiction
0 C. Personal Hygiene	14. NO RIGHT INVOLVED _____ 2
0 D. Safety	15. RESIDENT/RESIDENT ASSAULT _____ 1
2 E. Sanitary	16. DEATH _____ 0
1 F. Humane	TOTAL GRIEVANCE CASES _____ 41
7. FREEDOM OF MOVEMENT _____ 13	FISCAL YEAR 2009
1 A. Building and Grounds	RICA-Rockville
0 B. General Restrictions	
11 C. Least Restrictive Alternative	
1 D. Leave of Absence	
0 E. Restraint	
0 F. Seclusion	
0 G. Quiet Room	

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

RICA-Rockville

GRIEVANCES 41

SEX	#	%
Female	11	26.8
Male	26	63.4
Class	4	9.8
Total	41	

AGE	#	%
<18	37	90.2
18-44	0	0.0
45-64	0	0.0
65+	0	0.0
Class	4	9.8
Total	41	

RACE	#	%
African American	20	48.8
Asian	0	0.0
Caucasian	14	34.1
Hispanic	3	7.3
Other	0	0.0
Class	4	9.8
Total	41	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	0	8. MONEY	6
0 A. Physical		0 A. Dissipation of Assets	
0 B. Sexual		0 B. Easy Access	
0 C. Mental		0 C. Facility Account	
0 D. Verbal		0 D. Limitation	
2. ADMISSION/DISCHARGE/TRANSFER	0	0 E. Safekeeping	
0 A. Admission		0 F. Use of Funds	
0 B. Hearing		0 G. Exploitation	
0 C. Transfer		6 H. Entitlements/Benefits	
0 D. Discharge		9. NEGLECT	0
0 E. Respite Care		10. PERSONAL PROPERTY	0
3. CIVIL RIGHTS	1	0 A. Exclusion	
0 A. Abortion		0 B. Limitations	
0 B. Addressing A Resident		0 C. Protection	
1 C. Barrier Free Design		0 D. Purchase or Receive	
0 D. Business and Personal		0 E. Receipt	
0 E. Competency		0 F. Storage	
0 F. Dignity		0 G. Theft/Loss/Destruction	
0 G. Discrimination		11. RIGHTS PROTECTION	91
0 H. Education		0 A. Complaint Forms	
0 I. Labor and Compensation		91 B. Explanation of Rights	
0 J. Marriage and Divorce		0 C. Notification of Rights	
0 K. Media		0 D. Rights Advisor	
0 L. Personal Search		0 E. Timely Impartial Investigation	
0 M. Privacy		0 F. Complaint Procedure	
0 N. Religion		0 G. Retaliation	
0 O. Sexuality		0 H. Legal Case Review	
0 P. Harassment		12. TREATMENT RIGHTS	0
0 Q. Voting		0 A. Individual Treatment Plan	
0 R. Immigration		0 B. Informed Consent	
4. COMMUNICATION and VISITS	1	0 C. Medical Care	
0 A. Attorney/Legal Matters		0 D. Medication	
0 B. Clergy		0 E. Periodic Review	
1 C. Visitors		0 F. Research/At Risk Procedures	
0 D. Stationery and Postage		0 G. Knowledge of	
0 E. Telephone		0 H. Name of Treatment Staff	
0 F. Mail		0 I. Alternate Treatment Services	
0 G. Interpreter Service		0 J. Clinical Review Panel	
5. CONFIDENTIALITY and DISCLOSURE	0	0 K. Minor Placed with Adults	
0 A. Records		0 L. Aftercare Plan	
0 B. Privileged Communications		0 M. Advance Medical Directive	
0 C. Photocopying		0 N. Pain Management	
0 D. Photographing		13. OTHER	0
6. ENVIRONMENTAL	0	0 A. Forensic Issues	
0 A. Clothing		0 B. Guardianship	
0 B. Diet		0 C. Rights Outside Jurisdiction	
0 C. Personal Hygiene		14. NO RIGHT INVOLVED	0
0 D. Safety		15. RESIDENT/RESIDENT ASSAULT	0
0 E. Sanitary		16. DEATH	0
0 F. Humane		TOTAL INFORMATION CASES	99
7. FREEDOM OF MOVEMENT	0	FISCAL YEAR 2009	
0 A. Building and Grounds		RICA-ROCKVILLE	
0 B. General Restrictions			
0 C. Least Restrictive Alternative			
0 D. Leave of Absence			
0 E. Restraint			
0 F. Seclusion			
0 G. Quiet Room			

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2009

RICA-Rockville

INFORMATION/ASSISTANCE

99

SEX	#	%	AGE	#	%	RACE	#	%
Female	36	36.4	<18	97	98.0	African American	56	56.6
Male	63	63.6	18-44	2	2.0	Asian	0	0.0
Class	0	0.0	45-64	0	0.0	Caucasian	37	37.4
Total	99		65+	0	0.0	Hispanic	4	4.0
			Class			Other	1	1.0
			Total	99		Class	1	1.0
						Total	99	

RESIDENT GRIEVANCE SYSTEM

SPRINGFIELD HOSPITAL CENTER

FISCAL YEAR 2009

**George Lyons
Rights Advisor**

**Susan Thomas
Rights Advisor**

**SPRINGFIELD HOSPITAL CENTER
FISCAL YEAR 2009**

GRIEVANCES	286
INFORMATION/ASSISTANCE CASES	358
CLINICAL REVIEW PANELS	63
TOTAL RIGHTS ADVISOR CONTACTS	707

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	68	0
ADMISSION/DISCHARGE/TRANSFER	7	7
CIVIL RIGHTS	43	6
COMMUNICATIONS/VISITS	11	5
CONFIDENTIALITY	12	2
ENVIRONMENTAL	21	9
FREEDOM OF MOVEMENT	18	1
MONEY	4	24
NEGLECT	1	0
PERSONAL PROPERTY	13	0
RIGHTS PROTECTION SYSTEM	7	39
TREATMENT RIGHTS	65	3
OTHER	4	1
NO RIGHT INVOLVED	1	3
RESIDENT/RESIDENT ASSAULT	4	254
DEATH	0	3
TOTAL	286	358

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

Springfield Hospital Center

STAGE 1 - RIGHTS ADVISOR 286 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	32	11.2 %	Resolved	147	51.4 %
Invalid	156	54.5 %	Withdrawn	64	22.4 %
Inconclusive	97	33.9 %	Outside Referral	0	0.0 %
Not Investigated	1	0.3 %			
Total Number of Cases Closed At Stage 1			211	73.8 %	
Total Number of Cases Referred To Stage 2-3			75	26.2 %	

STAGE 2 - UNIT DIRECTOR 71 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	12	16.9 %	Resolved	11	15.5 %
Invalid	53	74.6 %	Withdrawn	3	4.2 %
Inconclusive	6	8.5 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			14	19.7 %	
Total Number of Cases Referred To Next Stage			59	83.1 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 1 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	0	0.0 %	Resolved	0	0.0 %
Invalid	1	100.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			0	0.0 %	
Total Number of Cases Referred To Stage 3B			1	100.0 %	

STAGE 3B - SUPERINTENDENT/CEO 63 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	6	9.5 %	Resolved	54	85.7 %
Invalid	49	77.8 %	Withdrawn	8	12.7 %
Inconclusive	8	12.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			62	98.4 %	
Total Number of Cases Referred To Stage 4			1	1.6 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE 1 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	0	0.0 %	Resolved	1	100.0 %
Invalid	0	0.0 %	Withdrawn	0	0.0 %
Inconclusive	1	100.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 4			1	100.0 %	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 68

- 45 A. Physical
- 11 B. Sexual
- 12 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 7

- 0 B. Hearing
- 1 A. Admission
- 3 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 43

- 0 A. Abortion
- 18 B. Addressing A Resident
- 1 C. Barrier Free Design
- 1 D. Business and Personal
- 0 E. Competency
- 2 F. Dignity
- 8 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 1 L. Personal Search
- 4 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 8 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 11

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 3 C. Visitors
- 0 D. Stationery and Postage
- 3 E. Telephone
- 5 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 12

- 8 A. Records
- 4 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 21

- 1 A. Clothing
- 5 B. Diet
- 0 C. Personal Hygiene
- 10 D. Safety
- 2 E. Sanitary
- 3 F. Humane

7. FREEDOM OF MOVEMENT 18

- 1 A. Building and Grounds
- 7 B. General Restrictions
- 5 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 4 E. Restraint
- 1 F. Seclusion
- 0 G. Quiet Room

8. MONEY 4

- 1 A. Dissipation of Assets
- 0 B. Easy Access
- 1 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 1 G. Exploitation
- 1 H. Entitlements/Benefits

9. NEGLECT 1

10. PERSONAL PROPERTY 13

- 0 A. Exclusion
- 3 B. Limitations
- 0 C. Protection
- 2 D. Purchase or Receive
- 0 E. Receipt
- 1 F. Storage
- 7 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 8

- 1 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 1 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 6 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 65

- 9 A. Individual Treatment Plan
- 2 B. Informed Consent
- 11 C. Medical Care
- 28 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 1 H. Name of Treatment Staff
- 13 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 1 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 4

- 1 A. Forensic Issues
- 2 B. Guardianship
- 1 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSAULT 4

16. DEATH 0

TOTAL GRIEVANCE CASES 286

FISCAL YEAR 2009

Springfield Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009 **Springfield Hospital Center**

GRIEVANCES 286

SEX	#	%
Female	139	48.6
Male	138	48.3
Class	9	3.1
Total	286	

AGE	#	%
<18	1	0.3
18-44	136	47.6
45-64	127	44.4
65+	13	4.5
Class	9	3.1
Total	286	

RACE	#	%
African American	145	50.7
Asian	10	3.5
Caucasian	112	39.2
Hispanic	1	0.3
Other	9	3.1
Class	9	3.1
Total	286	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	0		8. MONEY	24	
0 A. Physical			0 A. Dissipation of Assets		
0 B. Sexual			0 B. Easy Access		
0 C. Mental			0 C. Facility Account		
0 D. Verbal			0 D. Limitation		
2. ADMISSION/DISCHARGE/TRANSFER	7		0 E. Safekeeping		
0 A. Admission			0 F. Use of Funds		
1 B. Hearing			0 G. Exploitation		
2 C. Transfer			24 H. Entitlements/Benefits		
4 D. Discharge			9. NEGLECT	0	
0 E. Respite Care					
3. CIVIL RIGHTS	6		10. PERSONAL PROPERTY	0	
0 A. Abortion			0 A. Exclusion		
2 B. Addressing A Resident			0 B. Limitations		
0 C. Barrier Free Design			0 C. Protection		
3 D. Business and Personal			0 D. Purchase or Receive		
0 E. Competency			0 E. Receipt		
0 F. Dignity			0 F. Storage		
0 G. Discrimination			0 G. Theft/Loss/Destruction		
0 H. Education			11. RIGHTS PROTECTION	39	
0 I. Labor and Compensation			0 A. Complaint Forms		
0 J. Marriage and Divorce			1 B. Explanation of Rights		
0 K. Media			1 C. Notification of Rights		
0 L. Personal Search			0 D. Rights Advisor		
0 M. Privacy			0 E. Timely Impartial Investigation		
0 N. Religion			0 F. Complaint Procedure		
0 O. Sexuality			0 G. Retaliation		
1 P. Harassment			37 H. Legal Case Review		
0 Q. Voting			12. TREATMENT RIGHTS	3	
0 R. Immigration			2 A. Individual Treatment Plan		
4. COMMUNICATION and VISITS	5		0 B. Informed Consent		
3 A. Attorney/Legal Matters			0 C. Medical Care		
0 B. Clergy			1 D. Medication		
0 C. Visitors			0 E. Periodic Review		
0 D. Stationery and Postage			0 F. Research/At Risk Procedures		
1 E. Telephone			0 G. Knowledge of		
1 F. Mail			0 H. Name of Treatment Staff		
0 G. Interpreter Service			0 I. Alternate Treatment Services		
5. CONFIDENTIALITY and DISCLOSURE	2		0 J. Clinical Review Panel		
2 A. Records			0 K. Minor Placed with Adults		
0 B. Privileged Communications			0 L. Aftercare Plan		
0 C. Photocopying			0 M. Advance Medical Directive		
0 D. Photographing			0 N. Pain Management		
6. ENVIRONMENTAL	9		13. OTHER	1	
2 A. Clothing			1 A. Forensic Issues		
2 B. Diet			0 B. Guardianship		
0 C. Personal Hygiene			0 C. Rights Outside Jurisdiction		
4 D. Safety			14. NO RIGHT INVOLVED	3	
1 E. Sanitary					
0 F. Humane			15. RESIDENT/RESIDENT ASSAULT	254	
7. FREEDOM OF MOVEMENT	1		16. DEATH	3	
0 A. Building and Grounds					
1 B. General Restrictions			TOTAL INFORMATION CASES	358	
0 C. Least Restrictive Alternative					
0 D. Leave of Absence			FISCAL YEAR 2009		
0 E. Restraint			SPRINGFIELD HOSPITAL CENTER		
0 F. Seclusion					
0 G. Quiet Room					

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2009

Springfield Hospital Center

INFORMATION/ASSISTANCE

358

SEX	#	%	AGE	#	%	RACE	#	%
Female	118	33.0	<18	0	0.0	African American	184	51.4
Male	237	66.2	18-44	175	48.9	Asian	8	2.2
Class	3	0.8	45-64	165	46.1	Caucasian	154	43.0
Total	358		65+	15	4.2	Hispanic	3	0.8
			Class	3	0.8	Other	6	1.7
			Total	358		Class	3	0.8
						Total	358	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Springfield Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels	42								
Scheduled as an Initial Panel	44	69.8 %		Not Criminally Responsible	6	9.5 %			
Scheduled Less than 90 Days Since Last Panel	5	9.5 %		Incompetent to Stand Trial	38	60.3 %			
Scheduled More than 90 Days Since Last Panel	6	11.1 %		Civilly Committed	0	0.0 %			
Total Number of Panels Scheduled	63								

Decision by Panel

Medication Approved	46	73.0 %
Medication Not Approved	4	6.3 %
No Decision Reached	1	1.6 %
Cancelled Prior to Panel	12	19.0 %

Patient Response to Panel Decision

Decision Not Appealed	19	41.3 %
Decision Appealed to ALJ	27	58.7 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 27

Decision by Administrative Law Judge

CRP Decision Upheld	18	66.7 %
CRP Decision Overturned	1	3.7 %
Appeal Withdrawn/No Decision	8	29.6 %

Patient Response to Panel Decision

Decision Not Appealed	16	88.9 %
Decision Appealed to CC	2	11.1 %

Representation by Legal Assistance Provider 11

CIRCUIT COURT APPEALS

Number of Appeals Filed 2

Decision by Circuit Court

CRP Decision Upheld	1	50.0 %
ALJ Decision Overturned	1	50.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 2

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Springfield Hospital Center

PANELS SCHEDULED 63

SEX	#	%	AGE	#	%	RACE	#	%
Female	18	29.0	<18	0	0.0	African-American	39	62.0
Male	45	71.0	18-44	30	48.0	Asian	2	3.0
Total	63		45-64	30	48.0	Caucasian	16	25.0
			65+	3	5.0	Hispanic	5	8.0
			Total	63		Other	1	2.0
						Total	63	

RESIDENT GRIEVANCE SYSTEM

SPRING GROVE HOSPITAL CENTER

FISCAL YEAR 2009

**Anne Harrison
Rights Advisor**

**Jennie Bishop
Rights Advisor**

**SPRING GROVE HOSPITAL CENTER
FISCAL YEAR 2009**

GRIEVANCES	525
INFORMATION/ASSISTANCE CASES	645
CLINICAL REVIEW PANELS	16
TOTAL RIGHTS ADVISOR CONTACTS	1186

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	72	0
ADMISSION/DISCHARGE/TRANSFER	34	6
CIVIL RIGHTS	70	3
COMMUNICATIONS/VISITS	26	0
CONFIDENTIALITY	14	2
ENVIRONMENTAL	67	0
FREEDOM OF MOVEMENT	30	1
MONEY	6	29
NEGLECT	1	0
PERSONAL PROPERTY	39	1
RIGHTS PROTECTION SYSTEM	5	36
TREATMENT RIGHTS	126	4
OTHER	8	15
NO RIGHT INVOLVED	3	6
RESIDENT/RESIDENT ASSAULT	19	536
DEATH	0	6
TOTAL	525	645

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009

Spring Grove Hospital Center

STAGE 1 - RIGHTS ADVISOR 525 GRIEVANCES

Decision at Stage 1			Action at Stage 1		
Valid	101	19.2 %	Resolved	325	61.9 %
Invalid	262	49.9 %	Withdrawn	50	9.5 %
Inconclusive	120	22.9 %	Outside Referral	5	1.0 %
Not Investigated	42	8.0 %			
Total Number of Cases Closed At Stage 1			380	72.4 %	
Total Number of Cases Referred To Stage 2-3			145	27.6 %	

STAGE 2 - UNIT DIRECTOR 146 GRIEVANCES

Decision at Stage 2			Action at Stage 2		
Valid	21	14.4 %	Resolved	67	45.9 %
Invalid	105	71.9 %	Withdrawn	0	0.0 %
Inconclusive	20	13.7 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			67	45.9 %	
Total Number of Cases Referred To Next Stage			79	54.1 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE 2 GRIEVANCES

Decision at Stage 3A			Action at Stage 3A		
Valid	1	50.0 %	Resolved	0	0.0 %
Invalid	1	50.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			0	0.0 %	
Total Number of Cases Referred To Stage 3B			2	100.0 %	

STAGE 3B - SUPERINTENDENT/CEO 79 GRIEVANCES

Decision at Stage 3B			Action at Stage 3B		
Valid	2	2.5 %	Resolved	60	75.9 %
Invalid	71	89.9 %	Withdrawn	13	16.5 %
Inconclusive	6	7.6 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			73	92.4 %	
Total Number of Cases Referred To Stage 4			6	7.6 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE 6 GRIEVANCES

Decision at Stage 4			Action at Stage 4		
Valid	1	16.7 %	Resolved	1	16.7 %
Invalid	4	66.7 %	Withdrawn	2	33.3 %
Inconclusive	1	16.7 %	Outside Referral	3	50.0 %
Total Number of Cases Closed At Stage 4			6	100.0 %	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 72

- 59 A. Physical
- 9 B. Sexual
- 4 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 34

- 3 B. Hearing
- 5 A. Admission
- 5 C. Transfer
- 21 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 70

- 1 A. Abortion
- 10 B. Addressing A Resident
- 0 C. Barrier Free Design
- 13 D. Business and Personal
- 2 E. Competency
- 26 F. Dignity
- 7 G. Discrimination
- 1 H. Education
- 1 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 1 K. Media
- 2 L. Personal Search
- 4 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 2 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 26

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 5 C. Visitors
- 1 D. Stationery and Postage
- 11 E. Telephone
- 8 F. Mail
- 1 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 14

- 10 A. Records
- 4 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 67

- 1 A. Clothing
- 9 B. Diet
- 11 C. Personal Hygiene
- 29 D. Safety
- 13 E. Sanitary
- 4 F. Humane

7. FREEDOM OF MOVEMENT 30

- 9 A. Building and Grounds
- 3 B. General Restrictions
- 8 C. Least Restrictive Alternative
- 1 D. Leave of Absence
- 3 E. Restraint
- 3 F. Seclusion
- 3 G. Quiet Room

8. MONEY 6

- 0 A. Dissipation of Assets
- 1 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 2 E. Safekeeping
- 2 F. Use of Funds
- 0 G. Exploitation
- 1 H. Entitlements/Benefits

9. NEGLECT 1

10. PERSONAL PROPERTY 39

- 12 A. Exclusion
- 6 B. Limitations
- 2 C. Protection
- 1 D. Purchase or Receive
- 0 E. Receipt
- 3 F. Storage
- 15 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 5

- 1 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 1 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 3 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 126

- 24 A. Individual Treatment Plan
- 0 B. Informed Consent
- 56 C. Medical Care
- 25 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 19 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 1 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 1 N. Pain Management

13. OTHER 9

- 8 A. Forensic Issues
- 0 B. Guardianship
- 1 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 3

15. RESIDENT/RESIDENT ASSAULT 19

16. DEATH 0

TOTAL GRIEVANCE CASES 525

FISCAL YEAR 2009

Spring Grove Hospital Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

Spring Grove Hospital Center

GRIEVANCES 525

SEX	#	%	AGE	#	%	RACE	#	%
Female	208	39.6	<18	20	3.8	African American	276	52.6
Male	292	55.6	18-44	274	52.2	Asian	1	0.2
Class	25	4.8	45-64	158	30.1	Caucasian	222	42.3
Total	525		65+	48	9.1	Hispanic	0	0.0
			Class	25	4.8	Other	1	0.2
			Total	525		Class	25	4.8
						Total	525	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE 0

- 0 A. Physical
- 0 B. Sexual
- 0 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 6

- 2 A. Admission
- 0 B. Hearing
- 1 C. Transfer
- 3 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 3

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 2 D. Business and Personal
- 1 E. Competency
- 0 F. Dignity
- 0 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 0 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 0

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 0 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 2

- 2 A. Records
- 0 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 0

- 0 A. Clothing
- 0 B. Diet
- 0 C. Personal Hygiene
- 0 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 1

- 0 A. Building and Grounds
- 1 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 29

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 0 G. Exploitation
- 29 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 1

- 1 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 35

- 0 A. Complaint Forms
- 1 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 34 H. Legal Case Review

12. TREATMENT RIGHTS 4

- 1 A. Individual Treatment Plan
- 0 B. Informed Consent
- 2 C. Medical Care
- 1 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 15

- 10 A. Forensic Issues
- 0 B. Guardianship
- 5 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 7

15. RESIDENT/RESIDENT ASSAULT 536

16. DEATH 6

TOTAL INFORMATION CASES 645

FISCAL YEAR 2009

SPRING GROVE HOSPITAL CENTER

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY 2009

Spring Grove Hospital Center

INFORMATION/ASSISTANCE 645

SEX	#	%	AGE	#	%	RACE	#	%
Female	228	39.0	<18	12	2.1	African American	411	70.4
Male	415	71.1	18-44	392	67.1	Asian	2	0.3
Class	2	0.3	45-64	215	36.8	Caucasian	228	39.0
Total	645		65+	24	4.1	Hispanic	0	0.0
			Class	2	0.3	Other	2	0.3
			Total	645		Class	2	0.3
						Total	645	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Spring Grove Hospital Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels			15	<u>Legal Status</u>		
Scheduled as an Initial Panel			11	68.8 %	Not Criminally Responsible	1 6.3 %
Scheduled Less than 90 Days Since Last Panel			3	0.0 %	Incompetent to Stand Trial	8 50.0 %
Scheduled More than 90 Days Since Last Panel			0	12.5 %	Civilly Committed	0 0.0 %
Total Number of Panels Scheduled			16			

Decision by Panel

Medication Approved	9	56.3 %
Medication Not Approved	5	31.3 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	2	12.5 %

Patient Response to Panel Decision

Decision Not Appealed	5	55.6 %
Decision Appealed to ALJ	4	44.4 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 4

Decision by Administrative Law Judge

CRP Decision Upheld	2	50.0 %
CRP Decision Overturned	1	25.0 %
Appeal Withdrawn/No Decision	1	25.0 %

Patient Response to Panel Decision

Decision Not Appealed	0	0.0 %
Decision Appealed to CC	2	100.0 %

Representation by Legal Assistance Provider 3

CIRCUIT COURT APPEALS

Number of Appeals Filed 2

Decision by Circuit Court

CRP Decision Upheld	2	100.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 2

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Spring Grove Hospital Center

PANELS SCHEDULED 16

SEX	#	%	AGE	#	%	RACE	#	%
Female	8	50.0	<18	0	0.0	African-American	7	44.0
Male	8	50.0	18-44	6	38.0	Asian	0	0.0
Total	16		45-64	9	56.0	Caucasian	9	56.0
			65+	1	6.0	Hispanic	0	0.0
			Total	16		Other	0	0.0
						Total	16	

RESIDENT GRIEVANCE SYSTEM

**UPPER SHORE COMMUNITY MENTAL
HEALTH CENTER**

FISCAL YEAR 2009

**Sharon Wert
Rights Advisor**

UPPER SHORE COMMUNITY MENTAL HEALTH
FISCAL YEAR 2009

GRIEVANCES	23
INFORMATION/ASSISTANCE CASES	112
CLINICAL REVIEW PANELS	1
TOTAL RIGHTS ADVISOR CONTACTS	136

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	2	1
ADMISSION/DISCHARGE/TRANSFER	2	5
CIVIL RIGHTS	6	1
COMMUNICATIONS/VISITS	1	13
CONFIDENTIALITY	1	3
ENVIRONMENTAL	4	4
FREEDOM OF MOVEMENT	3	2
MONEY	1	23
NEGLECT	0	0
PERSONAL PROPERTY	0	11
RIGHTS PROTECTION SYSTEM	0	4
TREATMENT RIGHTS	2	3
OTHER	0	0
NO RIGHT INVOLVED	0	2
RESIDENT/RESIDENT ASSAULT	0	40
DEATH	1	0
TOTAL	23	112

DECISION AND ACTION (GRIEVANCE CASES) - FY 2009 **Upper Shore Community Mental Health Center**

STAGE 1 - RIGHTS ADVISOR **23 GRIEVANCES**

Decision at Stage 1			Action at Stage 1		
Valid	8	34.8 %	Resolved	14	60.9 %
Invalid	1	4.3 %	Withdrawn	4	17.4 %
Inconclusive	13	56.5 %	Outside Referral	0	0.0 %
Not Investigated	1	4.3 %			
Total Number of Cases Closed At Stage 1			18	78.3 %	
Total Number of Cases Referred To Stage 2-3			5	21.7 %	

STAGE 2 - UNIT DIRECTOR **5 GRIEVANCES**

Decision at Stage 2			Action at Stage 2		
Valid	0	0.0 %	Resolved	1	20.0 %
Invalid	5	100.0 %	Withdrawn	3	60.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 2			4	80.0 %	
Total Number of Cases Referred To Next Stage			1	20.0 %	

STAGE 3A - RESIDENT RIGHTS COMMITTEE **1 GRIEVANCES**

Decision at Stage 3A			Action at Stage 3A		
Valid	1	100.0 %	Resolved	0	0.0 %
Invalid	0	0.0 %	Withdrawn	0	0.0 %
Inconclusive	0	0.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3A			0	0.0 %	
Total Number of Cases Referred To Stage 3B			1	100.0 %	

STAGE 3B - SUPERINTENDENT/CEO **1 GRIEVANCES**

Decision at Stage 3B			Action at Stage 3B		
Valid	0	0.0 %	Resolved	1	100.0 %
Invalid	0	0.0 %	Withdrawn	0	0.0 %
Inconclusive	1	100.0 %	Outside Referral	0	0.0 %
Total Number of Cases Closed At Stage 3B			1	100.0 %	
Total Number of Cases Referred To Stage 4			0	0.0 %	

STAGE 4 - CENTRAL REVIEW COMMITTEE **0 GRIEVANCES**

Decision at Stage 4			Action at Stage 4		
Valid	0	%	Resolved	0	%
Invalid	0	%	Withdrawn	0	%
Inconclusive	0	%	Outside Referral	0	%
Total Number of Cases Closed At Stage 4			0	%	

CATEGORIES OF RIGHTS ISSUES (GRIEVANCES)

1. ABUSE 2

- 0 A. Physical
- 1 B. Sexual
- 1 C. Mental
- 0 D. Verbal

2. ADMISSION/DISCHARGE/TRANSFER 2

- 0 B. Hearing
- 0 A. Admission
- 1 C. Transfer
- 1 D. Discharge
- 0 E. Respite Care

3. CIVIL RIGHTS 6

- 0 A. Abortion
- 0 B. Addressing A Resident
- 0 C. Barrier Free Design
- 0 D. Business and Personal
- 0 E. Competency
- 3 F. Dignity
- 2 G. Discrimination
- 0 H. Education
- 0 I. Labor and Compensation
- 0 J. Marriage and Divorce
- 0 K. Media
- 0 L. Personal Search
- 0 M. Privacy
- 0 N. Religion
- 0 O. Sexuality
- 1 P. Harassment
- 0 Q. Voting
- 0 R. Immigration

4. COMMUNICATION and VISITS 1

- 0 A. Attorney/Legal Matters
- 0 B. Clergy
- 0 C. Visitors
- 0 D. Stationery and Postage
- 0 E. Telephone
- 1 F. Mail
- 0 G. Interpreter Service

5. CONFIDENTIALITY and DISCLOSURE 1

- 0 A. Records
- 1 B. Privileged Communications
- 0 C. Photocopying
- 0 D. Photographing

6. ENVIRONMENTAL 4

- 0 A. Clothing
- 1 B. Diet
- 0 C. Personal Hygiene
- 3 D. Safety
- 0 E. Sanitary
- 0 F. Humane

7. FREEDOM OF MOVEMENT 3

- 1 A. Building and Grounds
- 2 B. General Restrictions
- 0 C. Least Restrictive Alternative
- 0 D. Leave of Absence
- 0 E. Restraint
- 0 F. Seclusion
- 0 G. Quiet Room

8. MONEY 1

- 0 A. Dissipation of Assets
- 0 B. Easy Access
- 0 C. Facility Account
- 0 D. Limitation
- 0 E. Safekeeping
- 0 F. Use of Funds
- 1 G. Exploitation
- 0 H. Entitlements/Benefits

9. NEGLECT 0

10. PERSONAL PROPERTY 0

- 0 A. Exclusion
- 0 B. Limitations
- 0 C. Protection
- 0 D. Purchase or Receive
- 0 E. Receipt
- 0 F. Storage
- 0 G. Theft/Loss/Destruction

11. RIGHTS PROTECTION 0

- 0 A. Complaint Forms
- 0 B. Explanation of Rights
- 0 C. Notification of Rights
- 0 D. Rights Advisor
- 0 E. Timely Impartial Investigation
- 0 F. Complaint Procedure
- 0 G. Retaliation
- 0 H. Legal Case Review

12. TREATMENT RIGHTS 2

- 0 A. Individual Treatment Plan
- 0 B. Informed Consent
- 2 C. Medical Care
- 0 D. Medication
- 0 E. Periodic Review
- 0 F. Research/At Risk Procedures
- 0 G. Knowledge of
- 0 H. Name of Treatment Staff
- 0 I. Alternate Treatment Services
- 0 J. Clinical Review Panel
- 0 K. Minor Placed with Adults
- 0 L. Aftercare Plan
- 0 M. Advance Medical Directive
- 0 N. Pain Management

13. OTHER 0

- 0 A. Forensic Issues
- 0 B. Guardianship
- 0 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 0

15. RESIDENT/RESIDENT ASSAULT 0

16. DEATH 1

TOTAL GRIEVANCE CASES 23

FISCAL YEAR 2009

Upper Shore Community Mental Health Center

DEMOGRAPHIC INFORMATION(GRIEVANCE CASES)-FY 2009

Upper Shore Community Mental Health Center

GRIEVANCES 23

SEX	#	%
Female	11	47.8
Male	9	39.1
Class	3	13.0
Total	23	

AGE	#	%
<18	0	0.0
18-44	16	69.6
45-64	4	17.4
65+	0	0.0
Class	3	13.0
Total	23	

RACE	#	%
African American	4	17.4
Asian	0	0.0
Caucasian	16	69.6
Hispanic	0	0.0
Other	0	0.0
Class	3	13.0
Total	23	

CATEGORIES OF RIGHTS ISSUES (INFORMATION/ASSISTANCE CASES)

1. ABUSE	1		8. MONEY	23	
0 A. Physical			0 A. Dissipation of Assets		
1 B. Sexual			0 B. Easy Access		
0 C. Mental			0 C. Facility Account		
0 D. Verbal			0 D. Limitation		
2. ADMISSION/DISCHARGE/TRANSFER	5		0 E. Safekeeping		
0 A. Admission			0 F. Use of Funds		
1 B. Hearing			0 G. Exploitation		
1 C. Transfer			23 H. Entitlements/Benefits		
3 D. Discharge			9. NEGLECT	0	
0 E. Respite Care					
3. CIVIL RIGHTS	1		10. PERSONAL PROPERTY	11	
0 A. Abortion			0 A. Exclusion		
0 B. Addressing A Resident			1 B. Limitations		
0 C. Barrier Free Design			0 C. Protection		
0 D. Business and Personal			0 D. Purchase or Receive		
0 E. Competency			0 E. Receipt		
0 F. Dignity			0 F. Storage		
0 G. Discrimination			10 G. Theft/Loss/Destruction		
0 H. Education			11. RIGHTS PROTECTION	4	
0 I. Labor and Compensation			0 A. Complaint Forms		
0 J. Marriage and Divorce			1 B. Explanation of Rights		
0 K. Media			0 C. Notification of Rights		
0 L. Personal Search			0 D. Rights Advisor		
1 M. Privacy			0 E. Timely Impartial Investigation		
0 N. Religion			0 F. Complaint Procedure		
0 O. Sexuality			0 G. Retaliation		
0 P. Harassment			3 H. Legal Case Review		
0 Q. Voting			12. TREATMENT RIGHTS	3	
0 R. Immigration			1 A. Individual Treatment Plan		
4. COMMUNICATION and VISITS	13		0 B. Informed Consent		
12 A. Attorney/Legal Matters			1 C. Medical Care		
0 B. Clergy			0 D. Medication		
0 C. Visitors			0 E. Periodic Review		
0 D. Stationery and Postage			0 F. Research/At Risk Procedures		
1 E. Telephone			1 G. Knowledge of		
0 F. Mail			0 H. Name of Treatment Staff		
0 G. Interpreter Service			0 I. Alternate Treatment Services		
5. CONFIDENTIALITY and DISCLOSURE	3		0 J. Clinical Review Panel		
2 A. Records			0 K. Minor Placed with Adults		
1 B. Privileged Communications			0 L. Aftercare Plan		
0 C. Photocopying			0 M. Advance Medical Directive		
0 D. Photographing			0 N. Pain Management		
6. ENVIRONMENTAL	4		13. OTHER	0	
0 A. Clothing			0 A. Forensic Issues		
1 B. Diet			0 B. Guardianship		
0 C. Personal Hygiene			0 C. Rights Outside Jurisdiction		
2 D. Safety			14. NO RIGHT INVOLVED	2	
1 E. Sanitary					
0 F. Humane			15. RESIDENT/RESIDENT ASSAULT	40	
7. FREEDOM OF MOVEMENT	2		16. DEATH	0	
1 A. Building and Grounds					
1 B. General Restrictions			TOTAL INFORMATION CASES	112	
0 C. Least Restrictive Alternative					
0 D. Leave of Absence			FISCAL YEAR 2009		
0 E. Restraint					
0 F. Seclusion			UPPER SHORE COMMUNITY MENTAL HEALTH		
0 G. Quiet Room					

DEMOGRAPHIC INFORMATION(INFORMATION CASES)-FY2009

Upper Shore Community Mental Health Center

INFORMATION/ASSISTANCE

112

SEX	#	%	AGE	#	%	RACE	#	%
Female	49	43.8	<18	0	0.0	African American	21	18.8
Male	61	54.5	18-44	76	67.9	Asian	0	0.0
Class	2	1.8	45-64	34	30.4	Caucasian	87	77.7
Total	112		65+	0	0.0	Hispanic	2	1.8
			Class	2	1.8	Other	0	0.0
			Total	112		Class	2	1.8
						Total	112	

DECISION AND ACTION (CLINICAL REVIEW PANELS) - FY 2009

Upper Shore Community Mental Health Center

CLINICAL REVIEW PANELS

Patients Scheduled for One or More Panels		1		<u>Legal Status</u>	
Scheduled as an Initial Panel	1	100.0 %		Not Criminally Responsible	0 0.0 %
Scheduled Less than 90 Days Since Last Panel	0	0.0 %		Incompetent to Stand Trial	0 0.0 %
Scheduled More than 90 Days Since Last Panel	0	0.0 %		Civilly Committed	0 0.0 %
Total Number of Panels Scheduled	1				

Decision by Panel

Medication Approved	1	100.0 %
Medication Not Approved	0	0.0 %
No Decision Reached	0	0.0 %
Cancelled Prior to Panel	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	0	0.0 %
Decision Appealed to ALJ	1	100.0 %

ADMINISTRATIVE APPEALS

Number of Appeals Requested 1

Decision by Administrative Law Judge

CRP Decision Upheld	1	100.0 %
CRP Decision Overturned	0	0.0 %
Appeal Withdrawn/No Decision	0	0.0 %

Patient Response to Panel Decision

Decision Not Appealed	0	0.0 %
Decision Appealed to CC	1	100.0 %

Representation by Legal Assistance Provider 1

CIRCUIT COURT APPEALS

Number of Appeals Filed 1

Decision by Circuit Court

CRP Decision Upheld	1	100.0 %
ALJ Decision Overturned	0	0.0 %
Declared Moot/Withdrawn	0	0.0 %

Representation by Legal Assistance Provider 1

DEMOGRAPHIC DATA (CLINICAL REVIEW PANELS)

Upper Shore Community Mental Health Center

PANELS SCHEDULED 1

SEX	#	%	AGE	#	%	RACE	#	%
Female	1	100.0	<18	0	0.0	African-American	0	0.0
Male	0	0.0	18-44	1	100.0	Asian	0	0.0
Total	1		45-64	0	0.0	Caucasian	1	100.0
			65+	0	0.0	Hispanic	0	0.0
			Total	1		Other	0	0.0
						Total	1	

**LEGAL ASSISTANCE
PROVIDERS**

PART III

Walter P. Carter Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Terri Mason
1825 Woodlawn Drive, Suite 106
Baltimore, Maryland 21207
1-877-607-9748
410-281-1270**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009**

LOCATION Walter P. Carter **CONTRACTOR** Law Offices of Terri Mason

The following data is a cumulative summary of data from the monthly invoices.

PART 1

Cases Processed

1. Total number of cases opened during fiscal year	23
2. Total number of cases closed during fiscal year	1
3. Number of cases carried over from previous fiscal year	49
4. Total number of cases open at close of fiscal year	71

Legal Proceedings

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices.

	<u>Total No. Of cases Handled</u>	<u>Total No. of hours billed</u>
1. Entitlements	17	596.9
2. Clinical Review Panel Administrative Appeals	1	2.7
a. Administrative Hearings		
b. Appeals to Circuit Court		
c. Appeals to Appellate court		
3. Rights Issues	3	67.4

- 4. Legal Case Reviews
 - a. Automatic Referrals 3 3.3
 - b. Discretionary Referrals
- 5. General Civil Claims
 - a. Claims that were refereed to other legal providers
 - b. Claims that were handled by LAP
- 6. Quarterly Informational Meetings
- 7. Annual Staff Training on Entitlements
- 8. Brief Intake

Eastern Shore Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Jennings & Treff
109 South Second Street
Denton, Maryland 21629
1-410-479-4479**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008-2009**

Eastern Shore Hopsital

Name of Facility

Jennings & Treff

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	43
Total number of cases closed during fiscal year	9
Number of cases carried over from previous fiscal year	4
Total number of cases open at close of fiscal year	38

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	17
--	----

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
RGS# 185ES09 SSDI	0	\$478.00
RGS# 185ES09 SSI	0	\$216.00
Total for Year	0 (Lump Sum)	\$694.00 (Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals	2
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled	14
Narrative summary highlighting a random selection of interesting/unusual cases:	

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	3
Residents who have been in the MHA facility for more than 5 years	_____
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	_____
Total Number of Legal Case Reviews	3
Total Number of Legal Case Reviews in which no legal issues were identified	0
Total number of Legal Case Reviews in which legal issues were identified	0

Narrative summary of legal issues identified by LAP:

Referrals for General Civil Claims

Number of requests for information regarding
general civil claims 2

Number of cases successfully referred 1

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 0

Number of cases referred to other providers but not
accepted _____

Informational Meetings

Total number of information meetings conducted 4

Training

Total number of trainings conducted _____

List of topics presented at training:



Attorney's Signature

10/30/09

Date

Thomas B. Finan Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Linda Golden
Cumberland, Maryland 21207**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009**

Thomas B. Finan Center

Name of Facility

Linda Golden

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>11</u>
Total number of cases closed during fiscal year	<u>9</u>
Number of cases carried over from previous fiscal year	<u>0</u>
Total number of cases open at close of fiscal year	<u>2</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases 1

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of
Benefit

Lump Sum
Amount

Monthly
Amount

Total for Year

(Lump Sum)

(Monthly)

Total for Year(Lump Sum)(Monthly)**Clinical Review Panel Appeals**

Number of Administrative Appeals

6

Number of Circuit Court Appeals

3**Rights Issues**

Number of issues referred/handled

5

Narrative summary highlighting a random selection of interesting/unusual cases:

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally
retarded/developmentally disabled (dually diagnosed)
and have been in facility for more than 30 days0Residents who have been in the MHA facility
for more than 5 years2Residents who have been court-committed to a
governmental agency or placed in the care and
custody of a governmental agency and are
presently in a DHMH MHA facility2

Total Number of Legal Case Reviews

4Total Number of Legal Case Reviews in which
no legal issues were identified2

Total number of Legal Case Reviews in which legal issues were identified

2

Narrative summary of legal issues identified by LAP:

(See attachment)

Referrals for General Civil Claims

Number of requests for information regarding general civil claims

6

Number of cases successfully referred

0

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral

6

Number of cases referred to other providers but not accepted

0

Informational Meetings

Total number of information meetings conducted

7

Training

Total number of trainings conducted

0

List of topics presented at training:

Lie Solen
Attorney's Signature

Aug. 25, 2009
Date

Attachment

The legal issue identified in one case review was an entitlement issue which is currently being pursued.

The legal issue identified in the other case is an identity issue which is currently being pursued.

Clifton T. Perkins Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Terri Mason
1825 Woodlawn Drive, Suite 106
Baltimore, Maryland 21207
1-877-607-9748
410-281-1270**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009**

LOCATION Perkins

CONTRACTOR Law Offices of Terri Mason

The following data is a cumulative summary of data from the monthly invoices.

PART 1

Cases Processed

1. Total number of cases opened during fiscal year	59
2. Total number of cases closed during fiscal year	0
3. Number of cases carried over from previous fiscal year	267
4. Total number of cases open at close of fiscal year	326

Legal Proceedings

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices.

	<u>Total No. Of cases Handled</u>	<u>Total No. of hours billed</u>
1. Entitlements	28	1387.20
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	8	56.00
b. Appeals to Circuit Court	3	36
c. Appeals to Appellate court		
3. Rights Issues	13	144.50

4. Legal Case Reviews		
a. Automatic Referrals	16	67.80
b. Discretionary Referrals		
5. General Civil Claims		
a. Claims that were refereed to other legal providers		
b. Claims that were handled by LAP		
6. Quarterly Informational Meetings		36.00
7. Annual Staff Training on Entitlements		
8. Brief Intake		11.10

**Regional Institute for Children and Adolescents
Baltimore**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Ria P. Rochvarg, P.A.
P.O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009

RICA
Name of facility

Ria P. Rochvarg, P.A.
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>22</u>
Total number of cases closed during fiscal year	<u>22</u>
Number of cases carried over from previous fiscal year	<u>00</u>
Total number of cases open at close of fiscal year	<u>00</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>00</u>
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Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
No Data		
Total for Year	<u>\$0.00</u>	<u>\$0.00</u>
	(Lump Sum)	(Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals 00

Number of Circuit Court Appeals 00

Rights Issues

Number of issues referred/handled 17

Narrative summary highlighting a random selection of interesting/unusual cases:

- Client contacted LAP and stated that he was not being assisted by his Guardian in discharge planning. LAP contacted Client's social worker and inquired into the situation as to why the Guardian refused to be involved in discharge planning. Social worker stated that Client had essentially burned bridges with his grandparents and that they no longer wished to be involved in his treatment. LAP contacted grandparents and informed them that they were essential to the discharge planning for Client and that if they refused to assist then it was more effective for them to be removed as Guardian and have a new Guardian appointed who would advocate on behalf of the Client as he went through the discharge process. The grandparents informed the social worker that they

were no longer willing to serve as guardian and DSS filed a petition for the appointment of a guardian of a minor. DSS was appointed Guardian of Client and assisted with discharge planning that allowed Client to go into the military.

- Client contacted LAP and alleged that she did not have reliable transportation for her therapeutic leaves of absence. LAP contacted Client's social worker and informed her that Client had a therapist's order to attend therapeutic leaves of absence and that transportation to and from these visits had become problematic. Social worker informed LAP that she would submit an application for emergency assistance and provide transportation to and from therapeutic leaves of absence. Client was able to routinely go on leaves of absence without the repercussions of not returning to her cottage by her deadline using the established emergency transportation assistance.
- Client contacted LAP and stated that she was not being included in her discharge planning. LAP made a written request to Client's clinician for a written statement concerning the details of Client's discharge. The clinician issued a written statement detailing the discharge plans and dispersed this information to the Client.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>00</u>
Residents who have been in the MHA facility for more than 5 years	<u>00</u>
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	<u>05</u>

Total Number of Legal Case Review 05

Total Number of Legal Case Reviews in which no legal issues were identified 03

Total number of Legal Case Reviews in which legal issues were identified 02

Narrative summary of legal issues identified by LAP:

- Client contacted LAP and alleged that she was being prevented from going to see her father in Connecticut by her social worker and the Department of Social Services. LAP reviewed Client's medical record and discovered a court Order that deemed the father an appropriate custodial host for a visit and stated that Client was permitted to travel unaccompanied to visit her father. LAP, CINA attorney for Client, and Supervisor of DSS in Wicomico County had a telephone conference and discussed the logistics of Client going to Connecticut to visit her father. Client was sent to Connecticut by plane and stayed the weekend with her father following the negotiations between the LAP, CINA attorney, and Supervisor of DSS in Wicomico County.
- Client contacted the LAP requesting assistance with the development of an Individualized Education Plan and discharge planning. LAP interviewed Client who stated that she wanted to continue her education at RICA-Baltimore where she had become successful and that she felt that she would fail at Dundalk High School, her districted school. LAP reviewed Client's medical record, contacted her clinician, spoke to her mother, spoke to the education liaison for Baltimore County, and the Principle of RICA-Baltimore. LAP attended Client's IEP meeting and advocated for Client's interests. Client was interrogated by the educational liaison concerning her desire to remain at RICA-Baltimore and LAP supported Client as she answered the questions. The educational liaison determined at the end of the meeting that Client would be better served at RICA-Baltimore and filed the paper work allowing the Client to attend school at RICA and live at home.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 00

Number of cases successfully referred 00

Names of Legal Providers who accepted LAP's referral for services:

See attached

Number of cases that did not result in a referral 00

Number of cases referred to other providers but not accepted 00

Informational Meetings

Total number of information meetings conducted 12

Training

Total number of trainings conducted 00

List of topics presented at training:



Attorney's Signature

8/14/09
Date

**John L. Gildner Regional Institute for Children
and Adolescents--Rockville**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Hamlin & Swain, LLC.
8700 Georgia Avenue, Suite 304
Silver Spring, Maryland 20910
1-301-589-4445**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2007-2008**

John L. Gildner Regional Institute for Children and Adolescents

Hamlin & Swain, LLC
8701 Georgia Ave., Suite 605
Silver Spring, MD 20190

TOTAL CASE COUNT

Total number of cases opened during fiscal year	10
Total number of cases closed during fiscal year	10
Number of cases carried over from previous fiscal year	5
Total number of cases open at close of fiscal year	5

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	3
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Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.); lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Educational Benefits, including transportation to college fairs and college tours, clothing allowance vouchers from DSS and or DJS.

Type of <u>Benefit</u>	Lump Sum <u>Amount</u>	Monthly <u>Amount</u>
Clothing Allowance (DSS)	\$300.00	
Clothing Allowance (DSS)		\$ 55.00
Child Support (DHHR)	\$ 70.00	
Child Support (DHHR)	\$180.00	
Total for Year	<u>\$550.00</u>	<u>\$220.00</u>

Clinical Review Panel Appeals

Number of Administrative Appeals	0
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled	12
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Rights and Entitlement Issues: The LAP has worked closely with the RGA, Court Appointed Special Advocate (CASA), therapists, residential and school staff in addition to private counsel and interested persons to ensure that the rights, entitlements and after-care plans for a long-term resident have been addressed. The LAP has received several RGS complaints from this resident regarding treatment, discharge planning and educational issues.

The support and collaboration of all staff including treatment providers and legal counsel have been beneficial to ensuring that this long-term resident's placement at the facility provided all available resources to meet her needs. The resident throughout her stay at the facility became increasingly more active and motivated to participate in her discharge/after care planning. This resident is an example of how facility staff, LAP, RGA and school staff worked together to monitor this resident's successful transition from a residential treatment center to the community.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	0
Residents who have been in the MHA facility for more than 5 years	0
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	8
Total Number of Legal Case Reviews	8
Total Number of Legal Case Reviews in which no legal issues were identified	2
Total number of Legal Case Reviews in which legal issues were identified	6

In conducting the legal case reviews, the LAP has identified the following issues during the 2008-2009 fiscal year:

- Transportation (Residents are placed outside of their jurisdiction and the parent/guardian do not have access to transportation)
- Medical/Dental/Orthodontic (Residents with medical assistance have difficulty finding providers)
- Clothing (Residents under the jurisdiction of DJS/DSS request funding for clothing and other personal property items)

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 2

Number of cases successfully referred 1

Names of Legal Providers who accepted LAP's referral for services:

Jacqueline Ngole, Esq.

Number of cases that did not result in a referral 1

Number of cases referred to other providers but not accepted 0

Informational Meetings

Total number of information meetings conducted 3

Training

Total number of trainings conducted 4

List of topics presented at training:

Introduction of the RGS
Introduction of the LAP
Categories Rights/Entitlements


Attorney's Signature

8/25/09
Date

Springfield Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Ria P. Rochvarg, P.A.
P.O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009

Springfield Hospital Center

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>206</u>
Total number of cases closed during fiscal year	<u>261</u>
Number of cases carried over from previous fiscal year	<u>178</u>
Total number of cases open at close of fiscal year	<u>123</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>60</u>
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Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
SSI	\$.00	\$ 637.00
SSI	\$.00	\$1,105.00
SSI	\$.00	\$ 674.00
SSI	\$.00	\$ 424.67
SSI	\$.00	\$ 474.10
SSI	\$.00	\$ 867.00
SSDI	\$28,035.50	\$.00
SSDI	\$ 6,342.00	\$.00
SSDI	\$ 3,779.75	\$.00
SSDI	\$ 6,595.00	\$.00
SSDI	\$ 3,822.00	\$.00
SSDI	\$11,140.80	\$.00
Total	\$59,715.05	\$4,181.77

Clinical Review Panel Appeals

Number of Administrative Appeals 20

Number of Circuit Court Appeals 02

Rights Issues

Number of issues referred/handled

149

Narrative summary highlighting a random selection of interesting/unusual cases:

- LAP was informed at an informational meeting that there was only one male bathroom on Cottage four and that patients were complaining that the limited access to the bathroom was inhumane. LAP filed a grievance on this issue and the grievance was found to be valid. The CEO stated that she would lower the census in that building as well as make the female bathrooms accessible to the males at alternate times from the female patients.
- Client contacted LAP and indicated that he was recovering from Cancer of the esophagus and that he had hip injuries that caused excruciating pain. He alleged that he had asked for a new hospital style bed that would allow easy transfer from his wheel chair to his bed and vice versa. LAP filed a grievance stating that it was paramount to the comfort and care of the client to be provided with a hospital style bed. The Rights Advisor found the grievance valid and pressured the Springfield Hospital Center administration to provide client with the bed immediately.
- Client contacted LAP alleging that she was being over medicated and that the litany of medications were decreasing her quality of life by permanently placing her in a state of sedation. LAP filed a grievance stating that such a medication regime was inconsistent with the goal of rehabilitation and treatment and stated that such treatment is *per se* inhumane. The somatic doctor reviewed the client's medication regime and opined that the dosages were excessive for the client's needs and reduced the medication.
- Client contacted the LAP alleging that she was being stalked and sexually harassed by a male peer. LAP contacted Charge Nurse who stated that she was aware of the situation and was monitoring the interactions between client and the peer. LAP was not satisfied with monitoring and filed a grievance requesting a ten foot restriction or ward re-assignment arguing that the safety of the client was paramount to her quality of care and that intervention was necessary to ensure client's safety. The Rights Advisor's investigation revealed that the restriction was put in place and that the peer was eventually moved to a ward with a similar population that could defend themselves.
- Client contacted LAP alleging excruciating pain in his hips and alleged that he was not being treated for the pain because he had a history of narcotics use in the past. LAP filed a grievance stating that client has been in a controlled environment for over ten years with no relapse and that he should be treated accordingly for his pain. Springfield Hospital Center provided client with Percocet four times daily with Ibuprofen for break through pain. Client still complained of break through pain. LAP contacted a pain

specialist who stated that client could be given Oxycodone four times daily with Percocet six times daily and take Ibuprofen for break through pain. LAP confronted the Springfield Hospital Center Medical Director with this information and the Medical Director agreed that such a regime would be appropriate. Springfield Hospital Center implemented this regime as well as provided client with a time released pain patch for break through pain. Client stated that pain has subsided some and that he is more comfortable although not pain free.

- Client contacted LAP alleging that his fluid restriction was unreasonable and was a violation of his privacy right to chose what went into his body. LAP filed a grievance arguing that the client should not be subjected to a fluid restriction unless such a restriction was necessary to prevent death. LAP argued that the client had a right to self determination and that right could not be abridged without due cause. In the alternative, the LAP argued that the hospital should move to have a Guardian appointed for the client if they believed that he could not make reasonable, rational, and healthy choices for himself. It was found that the client was not bereft of the mental capacity to make choices about his fluid intake and the hospital discontinued the fluid restriction.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>08</u>
---	-----------

Residents who have been in the MHA facility for more than 5 years	<u>13</u>
---	-----------

Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental	<u>17</u>
--	-----------

agency and are presently in a
DHMH MHA facility

Total Number of Legal Case Reviews: 38

Total Number of Legal Case Reviews in which No Legal
Issues were Identified: 26

Total Number of Legal Case Reviews in which Legal Issues
were Identified: 12

Narrative Summary of Legal Issues Identified by LAP:

- LAP conducted a Legal Case Review and found that the client was the subject of a limited guardianship that required the Guardian's approval of administration of psychotropic medication. This fact was not indicated on the spine of this client's medical record. Thus, anything short of a comprehensive review of the medical record would not reveal the fact that the client had a Guardian that was to be contacted and included in the development of a plan of care. Any treatment commenced by the treating professional without the approval of the Guardian would be violating the client's rights. LAP filed a grievance and the issue was immediately rectified by a clear and unambiguous labeling of the medical record.
- LAP conducted a Legal Case Review and found that the client was subject to a search of his body and personal effects without supporting documentation of reasonable cause. LAP filed a grievance with the Rights Advisor. The Rights Advisor contacted the Assistant Director of Nursing ("ADON") and requested that the ADON review the documentation of the staff members who conducted the searches. The ADON opined that the documentation was not sufficient and agreed to proctor a training module of proper documentation of body searches.
- LAP conducted a Legal Case Review and found that client was the subject of consecutive 72 hour emergency medication orders on the basis of one isolated incident that occurred on the day that the original order was written. The Stage 1 and 2 grievances were found valid and the orders were discontinued. LAP argued and it was deemed improper to write consecutive emergency orders without intervening incident and evaluation. The medical director agreed to proctor an in-service on the proper use of 72 hour emergency medication orders.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 02

Number of cases successfully referred 00

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 02

Number of cases referred to other providers but not accepted 00

Informational Meetings

Total number of information meetings conducted 40

Training

Total number of trainings conducted 00

List of topics presented at training:

Ric P. Rodas
Attorney's Signature

8/14/09
Date

Spring Grove Hospital Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Ria P. Rochvarg, P.A.
P.O. Box 305
West Friendship, Maryland 21794
1-866-313-9725**

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2009

Spring Grove Hospital Center

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year 368

Total number of cases closed during fiscal year 346

Number of cases carried over from previous fiscal year 93

Total number of cases open at close of fiscal year 115

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlement 73

Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSI	\$.00	\$ 637.00
SSI	\$.00	\$1,888.00
SSI	\$.00	\$ 420.30
SSI	\$.00	\$ 637.00
SSI	\$.00	\$ 62.00
SSI	\$.00	\$ 637.00
SSI	\$.00	\$ 30.00
SSDI	\$19,082.10	\$.00
SSDI	\$ 37.36	\$.00
SSDI	\$ 8,183.00	\$.00
SSDI	\$14,181.40	\$.00
Total	\$41,483.86	\$4,311.30

Clinical Review Panel Appeals

Number of Administrative Appeals

03

Number of Circuit Court Appeals

03

Rights Issues

Number of issues referred/handled

301

1. The LAP filed a grievance on behalf of a client who complained that there was no hot water for showers on his unit for almost two months. Client was correct as there was a maintenance problem with the shower system. The system was repaired, and hot water was again regularly available on the unit.
2. The LAP was approached by a client while on the unit for other business. The Client complained of being on a total phone restriction for at least 8 months, in violation of his rights. Client's mother had requested a phone restriction so that he could not contact her, but the restriction order was written too broadly and denied him of all telephone usage. Restriction order was re-written in order to restore client's access to the telephone.
3. The LAP filed a grievance on behalf of a client who believed his money was stolen. Client was forced to store his valuables in open space because he was not provided with a key to his assigned lockable storage space. Client later recovered his money and was issued a key to a lockable storage cabinet.
4. The LAP filed a grievance on behalf of all of the residents on a particular unit. The unit, which was comprised mainly of elderly patients, had only one shower and two bathtubs. Though the population of the unit was only entitled to three bathing devices, the elderly population of the unit was not able to utilize the bathtubs, effectively leaving them with only one shower to share. The hospital is now planning to convert the bathtubs to showers to accommodate the residents' needs.
5. The LAP filed a grievance on behalf of a client who believed her mail had been opened by the hospital staff. The package that had been opened contained the client's confidential medical records from another hospital. The staff accused of opening the mail initially claimed it arrived partially opened, but further investigation revealed that it had been opened and the contents had been read by the client's physician. The Rights Committee convened and recommended a formal policy be promulgated for mail handling in order to prevent the repetition of such rights violations.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been
diagnosed as mentally
retarded/developmentally
disabled (dually diagnosed)
and have been in facility for
more than 30 days 13

Residents who have been in
the MHA facility for more
than 5 years 05

Residents who have been
court-committed to a
governmental agency or
placed in the care and
custody of a governmental
agency and are presently in a
DHMH MHA facility 19

Total Number of Legal Case Reviews 37

Total Number of Legal Case Reviews in which no legal issues
were identified 25

Total number of Legal Case Reviews in which legal issues
were identified 12

Narrative summary of legal issues identified by LAP:

1. Client residing at Spring Grove Hospital Center under a court commitment was referred for a Legal Case Review. Upon reviewing the client's medical record, the LAP noted that the client had been denied a visit with her husband. There had been a protective order in place against her husband in the distant past, but there was no such order in the medical record. There was no valid reason for the client to be denied a visit from her husband. The importance of following hospital policies and respecting patients' rights was reinforced to the nursing staff by the Director of Nursing and the Clinical Director.

2. Client residing at Spring Grove Hospital Center with Mental Retardation was referred for a Legal Case Review. Upon reviewing the client's medical record, the LAP noted that the client had been assaulted by the same patient twice within a month. It was not clear what, if any, protective measures had been put into place by staff after the first assault. The Clinical Director and Unit Directors reviewed the Patient Abuse policy with each physician. Client was placed on line of sight supervision and staff who were unfamiliar with the client's limitations and vulnerabilities were given specific instruction regarding his safety.
3. Client residing at Spring Grove Hospital Center was referred for a Legal Case Review. Upon reviewing the client's medical record, the LAP noted that he was a voluntary patient who had orally rescinded his voluntary admission agreement but was still being held against his will. The doctor directly involved in refusing to let the client leave was counseled on legal issues of voluntary status, certification and voluntary commitment. The entire physician staff was also counseled on these issues, and they addressed them with their respective treatment teams.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims	<u>05</u>
Number of cases successfully referred	<u>00</u>
Names of Legal Providers who accepted LAP's referral for services:	
Number of cases that did not result in a referral	<u>05</u>
Number of cases referred to other providers but not accepted	<u>00</u>

Informational Meetings

Total number of information meetings conducted	<u>40</u>
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Training

Total number of trainings conducted

00

List of topics presented at training:

R. P. Roth

Attorney's Signature

8/14/09

Date

Upper Shore Community Mental Health Center

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT
Fiscal Year 2009**

**Law Office of Jennings & Treff
109 South Second Street
Denton, Maryland 21629
1-410-479-4479**

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2008-2009**

Upper Shore Community Health Center
Name of Facility

Jennings & Treff
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	34
Total number of cases closed during fiscal year	14
Number of cases carried over from previous fiscal year	13
Total number of cases open at close of fiscal year	33

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases	24
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Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
Randall Lutes	\$17,421.00 back award	\$666.56
Wm. Brad Stephens	0	\$892.00
RGS# 179US09	\$ 1,797.34 back award	\$674.00

Total for Year

\$19,218.34
(Lump Sum)

\$2,232.56
(Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals 0

Number of Circuit Court Appeals 0

Rights Issues

Number of issues referred/handled 6

Narrative summary highlighting a random selection of interesting/unusual cases:

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally
retarded/developmentally disabled (dually diagnosed)
and have been in facility for more than 30 days 3

Residents who have been in the MHA facility
for more than 5 years _____

Residents who have been court-committed to a
governmental agency or placed in the care and
custody of a governmental agency and are
presently in a DHMH MHA facility _____

Total Number of Legal Case Reviews 3

Total Number of Legal Case Reviews in which
no legal issues were identified 0

Total number of Legal Case Reviews in which legal
issues were identified 0

Narrative summary of legal issues identified by LAP:

Referrals for General Civil Claims

Number of requests for information regarding
general civil claims 0

Number of cases successfully referred 0

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 0

Number of cases referred to other providers but not
accepted _____


Informational Meetings

Total number of information meetings conducted 4

Training

Total number of trainings conducted _____

List of topics presented at training:



Attorney's Signature



Date